

# EXHIBIT E

Supplemental Declaration of Claire Marsalis with Attachments

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## SUPPLEMENTAL DECLARATION OF CLAIRE MARSALIS

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I, Claire Marsalis, hereby state that I have personal knowledge of the facts set forth below, and the facts contained herein are true to the best of my recollection, except for those facts which are alleged to be upon information and belief, and as to those allegations, I hereby certify I believe the same to be true. If called as a witness, I would testify as follows:

1. My name is Claire Marsalis. I am a resident of the State of Tennessee, am over 18 years of age, and am competent to testify.
2. I am the Director of the Tennessee Division of Consumer Affairs (DCA) with the Office of the Tennessee Attorney General (Attorney General), where I have worked since October 2019. My office address is UBS Tower, 315 Deaderick Street, Nashville, TN 37243.
3. Before working in the Attorney General's Office, I served as the Director of Consumer Affairs from May 2018 to September 2019, when the agency was located in the Tennessee Department of Commerce and Insurance. Before I worked for DCA, I was the Assistant Director of Communications for the Tennessee Department of Commerce and Insurance from November 2015 to April 2018. Before that, I worked as the Community Risk Reduction Coordinator for the Fire Prevention Division of the Department of Commerce and Insurance, where I served from March 2012 to October 2015.
4. DCA, now housed within the Consumer Protection Division of the Attorney General's Office, is the state's clearinghouse for consumer complaints about unfair or deceptive business acts or practices. DCA receives and mediates consumer complaints and provides consumer education statewide.

5. DCA's consumer complaints are currently retained for five (5) years after they are closed or resolved. However, older complaints may still be housed in our system. Records are generally purged after January 1st of each year. Our system currently retains consumer complaints dating back at least to August 2016 and possibly prior to that period.
6. On January 30, 2023, I executed a Declaration ("First Declaration") that was provided to the Court as part of the State of Tennessee's and Commonwealth of Kentucky's civil enforcement lawsuit against Ideal Horizon Benefits, LLC d/b/a Solar Titan USA (formerly Solar Titan USA, LLC) ("Solar Titan").
7. Attached to my First Declaration were 125 consumer complaints filed with DCA against Solar Titan.
8. The 125 consumer complaints attached to my First Declaration were the consumer complaints DCA received through January 17, 2023.
9. Since January 18, 2023, DCA has received an additional 104 consumer complaints against Solar Titan. These complaints are attached to this supplemental declaration as Attachment 1.
10. The complaints reflect consumers' frustration with solar system performance, the installation process, and representations made to consumers by Solar Titan employees. The issues raised by consumers in these complaints mimic the issues raised by consumers in the complaints I submitted with my First Declaration.
11. For example, consumer Tara Whitlow submitted a complaint on January 20, 2023, that states, in part, "[Solar Titan] did not have my system working in the time frame they said that they would and I was paying for the system despite it not providing the services promised. Solar Titan reps would sometimes not even show up when they were scheduled

to show and often times when they did show up their teams did not know why they were at my home, I would have to tell them. The company came across as completely incompetent throughout the entire installation process. They failed inspection the first time after they finally completed the install. When they did final [sic] have my system pass install, they did not get it coordinated with my local electric cooperative (VEC) and it took even longer to get online. After it came online I have seen very little change in my electric bill despite promises that I would see major benefits.”

12. On January 25, 2023, consumer Charles Clabbers filed a complaint that reads: “On 10/10/22 a sales rep Dewayna Mickey came to our home and sold us a solar system that was supposed to produce 4kw of electricity. On 11/1/22 a crew showed up and installed some solar panels facing the wrong direction. I contacted the company immediately and was told someone would get back to me that day (no one ever did). On 11/9/22 another crew showed up and trenched through the yard, driveway, and sidewalk to put in wiring. This trench has never been filled in. On 12/14/22 the electrical inspector came to inspect the installation and failed it. On 12/16/22 a crew showed up to fix the wiring but would not backfill the trench. On 12/20/22 Another man came by and said he was there to commission the system then said he couldn't because it was built wrong and left.”

13. On January 30, 2023, consumer Timothy Jager filed a complaint that states: “We were misled [sic] from time of purchase. At time of purchase it was agreed that we would receive 1 yr of payments. Install was done in August. Our first payment was in October and we have yet to receive anything from Solar Titan. We have contacted them numerous times only to be told they are working on it. System failed inspection, and is still not working.”


14. While these three examples are not exhaustive of the nature and types of issues raised in consumer complaints filed against Solar Titan, these three examples cover the issues most commonly raised in consumer complaints against Solar Titan (system not performing as promised; installation issues; and other perceived misleading or false representations).
15. When DCA receives a consumer complaint, it is common practice for DCA to send a copy of the complaint to the business identified in the complaint requesting a response.
16. This was the process DCA followed for consumer complaints received against Solar Titan, and up until the latter part of 2022, Solar Titan was generally responsive to consumer complaints.
17. However, Solar Titan became completely unresponsive to DCA's attempts to mediate consumer complaints in late 2022.
18. On or around January 18, 2023, DCA decided to stop sending consumer complaints to Solar Titan because the company was completely unresponsive to DCA's efforts to mediate disputes.
19. When Solar Titan was responsive to DCA consumer complaints, responses commonly came from Sarah Kirkland. On at least one occasion, Richard Atnip also responded to a consumer complaint.
20. On October 12, 2020, consumer Nichole Cassidy filed a DCA complaint against Solar Titan alleging issues with the installation process and poor system performance. Ms. Cassidy also alleged that Solar Titan misled her about her local power company's participation in the TVA buyback program. (Doc. No. 10-19, PageID # 1657-59).
21. In response to Ms. Cassidy's Complaint, Mr. Atnip stated, in part, "The Cassidy family has been unreasonable with the expectation and ability of the systems capability of which

represents and looks like nothing other than buyer's remorse for whatever reason after [Ms. Cassidy spoke] with the electric company." Ms. Cassidy replied to Mr. Atnip's response by saying, in part, "I am not sure what is unreasonable about expecting a \$30,000 system to work for us as we were told by the salesman of the company it would." Mr. Atnip did not provide a substantive response to Ms. Cassidy's additional concerns. The complete mediation correspondence for the Cassidy complaint is attached as Attachment 2.

22. I am one of several custodians of records for DCA. I am familiar with the record-keeping process employed by DCA and attest that all of the aforementioned documents attached to this Declaration have been received, retained, and/or compiled in the course of the regularly conducted business activity of DCA.

23. I have also compiled from DCA's records a list of all consumers who have submitted complaints to DCA since January 18, 2022. A copy of the aforementioned list is attached as Attachment 3. I have excluded any complaints that consumers did not submit directly to DCA and those complaints from others who have contracted with Solar Titan for matters unrelated to purchasing solar systems. I have indicated if a consumer in this list has submitted multiple complaints to DCA.

I declare under the penalty of perjury under the laws of the State of Tennessee and pursuant to 28 U.S.C. § 1746 that the foregoing is true and correct. Executed this 22<sup>nd</sup> day of February, 2023, in Davidson County, Tennessee.

  
\_\_\_\_\_  
Claire Marsalis, Director  
Tennessee Division of Consumer Affairs

# ATTACHMENT 1

DCA Consumer Complaints Since Jan. 18, 2023



## Complaint Form

Date Submitted

2/21/2023 1:24 PM

Unique Id

1110000655

## Complainant Information

Complainant Name

Brenda I Young

Age Range

50-59

Are you an active duty service member,  
military dependent, or retired from active duty  
military services?

Yes

Country of Residence

United States

Complainant Address

8845 bay creek lane

gainesville, Georgia 30506

Complainant County

Complainant Phone

(678) 617-9652

Complainant Phone-Ext

Complainant Email

cntkaneeryah@yahoo.com



## Respondent Information

Respondent Name	Solar TITAN
Respondent Country	United States
Respondent Address	414 N Peters road
	Knoxville, Tennessee 37922
Respondent County	
Respondent Phone	(805) 392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	1/18/2022
In which state did your purchase/transaction take place?	Georgia
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	Sold a complete solar system 01/08/2022, installed in may 2022, multiple delays, problems and failure to obtain proper permits delayed my system from use until October 2022, Even when commissioned the system was not fully functional and the power company required follow information from seller. I spent hundreds of hours on the phone and in person with solar titan. Currently I have no provider to meet my concerns I currently have with this system. Along with the system they sold me themselves. They sold their status as veterans, longevity and 20

	year worry free service by their company. One phone call I was told would handle it all. There is no one to call. I have been sold a lead balloon.
Amount involved?	53,500.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	constantly
Where	internet and TV
What would you like the business to do?	Refund all profits made from this sale. I will keep the system and provide for my own servicing.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	multitudes of people
When did you make contact?	multitudes of times
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Troy w Kaneer
Title	contractor
Phone	(678) 617-9652
Email	cntkaneeryah@yahoo.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other	Common sense

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted

2/21/2023 12:27 PM

Unique Id

1110000653

## Complainant Information

Complainant Name

Rebecca Mary Kojetin

Age Range

60 or older

Are you an active duty service member,  
military dependent, or retired from active duty  
military services?

No

Country of Residence

United States

Complainant Address

1991 Newcut Road

Columbia, Tennessee 38401

Complainant County

Maury

Complainant Phone

(815) 713-5810

Complainant Phone-Ext

Complainant Email

rk0j2013@gmail.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	11205 Outlet Drive Knoxville, Tennessee 37932
Respondent County	
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	graciecriss@solar titanusa.com

## About the Incident

Incident Date	2/21/2023
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	On 5/19/2021, my husband and I contracted for installation of a solar system through Solar Titan USA. We were in the process of replacing our siding and awaiting the installation date for that, but Solar Titan's representative assured us that that wasn't a problem. We were to keep in touch. The siding installation began Saturday, 3/19/2022. Solar Titan began installation of the solar panels on Tuesday, 3/29/2022. The system was not commissioned on until 12/28/2022, but I have no idea if it is working because I have no access to the monitoring APP and my bill for

	12/18/2022 through 1/18/2023 is nearly the same as the one for the previous month. On 12/28/2022, I was also told that there would be a final inspection which has not happened. In trying to contact the company starting on 1/30/2023, I find that they are permanently closed. I have more documentation between March 29, 2022 and January 30, 2023 but the system will not let me record everything.
Amount involved?	35.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	In the year 2021
Where	Don't remember where my husband learned of this company and can't ask him as he passed away 2/26/22.
What would you like the business to do?	The best would be for the system to be running and a company to be there for essential and necessary service. The ultimate would be for the entire system to be removed, the roof on the building where the panels are installed to be replaced because of the panels were screwed into the roof, the siding on the wall of the house where the battery and connections are hung replaced, the loan cancelled, and I am repaid what I have paid into this.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	I have spoken with Caitlyn and Grace and Angela before the company shut down.
When did you make contact?	The last attempts were made January 30, January 31, and February 1, 2023.
Is there anyone else with firsthand knowledge of your complaint?	No
Name	

Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	N/A
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2023-02-21T18_27_14.1948190Z.pdf	



## Complaint Form

Date Submitted

2/21/2023 12:04 PM

Unique Id

1110000652

## Complainant Information

Complainant Name

Jacquelyn Almarode

Age Range

60 or older

Are you an active duty service member,  
military dependent, or retired from active duty  
military services?

No

Country of Residence

United States

Complainant Address

1502 18th St NW  
Me  
Cleveland, Tennessee 37311

Complainant County

Bradley

Complainant Phone

(423) 584-1790

Complainant Phone-Ext

Complainant Email

jacque192001@yahoo.com



## Respondent Information

Respondent Name	Solar Titan
Respondent Country	United States
Respondent Address	11205 Outlet Dr Knoxville, Tennessee 37943
Respondent County	Knox
Respondent Phone	(865) 266-3044
Respondent Phone Ext	
Respondent Email	mikehill@solartitanusa.com

## About the Incident

Incident Date	12/4/2031
In which state did your purchase/transaction take place?	Tennessee
Category	06 - Personal & Professional Services/Health Club/Pest Control
Give a complete statement of the facts, with dates	They misrepresented the savings that their solar panels provide. So far if there is any savings it is negligible. Our bills have gone up not down
Amount involved?	50.50
How did you pay?	Other
Was this product or service advertised?	Yes
When	2022

Where	Facebook
What would you like the business to do?	Refund the money that I financed through Mosaic. &50,500 or pay the loan off
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Donette Smith
Title	
Phone	(423) 475-1355
Email	donettelashell@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted

2/20/2023 6:29 PM

Unique Id

1110000640

## Complainant Information

Complainant Name

Bradley Jason Klein

Age Range

40-49

Are you an active duty service member,  
military dependent, or retired from active duty  
military services?

Yes

Country of Residence

United States

Complainant Address

112 Stagecoach Pass

Tullahoma, Tennessee 37388

Complainant County

Coffee

Complainant Phone

(931) 409-8490

Complainant Phone-Ext

Complainant Email

bradley.j.klein.mil@army.mil

## Respondent Information

Respondent Name	Solar Titan
Respondent Country	United States
Respondent Address	414 n peters rd
	Knoville, Tennessee 37922
Respondent County	
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	2/20/2023
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	It has been two years and our solar installation isn't completely installed, working or passed any inspection - literally any. State electrical , city or fire. A neighbor was getting a small system installed. The salesman came to our house and he pressured us and said that the system would eliminate our electrical bill, and we could sell back to the electric company earning credits for our other utilities. He cited many complete installations in our area. As it would turn out, two years later ours nor our neighbors small one would be installed or working. Matter of fact no

	<p>one in the areas would be. We were promised a working system in two months, so April 2021 at latest. But no system arrived. And we started payments about May/June 2021. So, we began calling and texting the company. We did not have any conversations with them that were productive. A lot of false promises and repeated attempts on our part to get a status. Why is it not installed? Followed by why isn't it working and why won't it pass any inspection? We have gone for months at a time without hearing from solar titan. The city , state and local fire inspectors are absolutely as fed up as we are, with solar titan. You can reach out to them to get failed inspection reports and their take - which is one of "you got swindled". We have missed an enormous amount of work. Coming home to meet them, yet, they never arrive. Our leave balances have dwindled because of them, and we no longer believe a word they say in regards to when they may show up. Every single inspector or new installer that would visit our house would comment on what a poor installation Solar Titan did. What a fire hazard we have on our house because of their poor installation. We are stuck with a huge loan (more than \$60 thousand dollars) for the rest of our lives. The lender lied to us. I emailed a full description of what happened to us to the receivers gmail. Please read it. It won't let me enter everything</p>
Amount involved?	60.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	
Where	
What would you like the business to do?	Remove solar, remove loan, make house whole from their damages. Repair roof, repair brick.
Is this an Automobile Complaint?	No
Year	
Make	
Model	

VIN	
Have you contacted the business?	Yes
With whom did you speak?	Multiple people
When did you make contact?	Weekly for two years
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Sarah E Klein
Title	
Phone	(931) 588-6811
Email	sarahklein1414@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other	Attorney general said to go here.

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/21/2023 11:22 AM

Unique Id 1110000650

### Complainant Information

Complainant Name Craig Marlow

Age Range 50-59

Are you an active duty service member,  
military dependent, or retired from active duty  
military services? No

Country of Residence United States

Complainant Address 451 Chandlers Ridge

Chatsworth, Georgia 30705

Complainant County

Complainant Phone (706) 934-8947

Complainant Phone-Ext

Complainant Email drc1299@hotmail.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	11205 Outlet DR Knoxville, Tennessee 37932
Respondent County	
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	info@solartitanusa.com

## About the Incident

Incident Date	1/2/2023
In which state did your purchase/transaction take place?	Georgia
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	Solar Titan USA came out to my residence and sold me a solar package on 9/27/21 for \$43,000. They claimed that the installation of solar panels would eliminate my monthly power bill and be able to sell my excess power produced by the panels back to the power company. The panels were supposed to power the whole house all day and run off the battery at night from the stored power. The panels have never produced to the point of no power bill or even a reduced power bill. They have been out to my residence about 4



	times during 2022 for installation and quality checks with no resolution to the lack of productivity. They have left a hole in my garage where the fuse panel is and have not returned to repair that. As of October 2020, they no longer respond to phone calls or text messages and I am left with a solar system that does not work anywhere close to the claims they made. My power bill has not gone down at all and now I am stuck paying double for power and solar.
Amount involved?	43.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	2021
Where	Internet
What would you like the business to do?	Either refund my money and come get these off my house and fix the hole in my garage or get the system fully operational and producing at the capacity they claimed.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Samantha Marlow
Title	Spouse
Phone	(706) 934-8947
Email	
Have you or the business filed a lawsuit regarding this complaint?	No

How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted

2/20/2023 2:47 PM

Unique Id

1110000625

## Complainant Information

Complainant Name

Joshua Bean

Age Range

40-49

Are you an active duty service member,  
military dependent, or retired from active duty  
military services?

Yes

Country of Residence

United States

Complainant Address

9211 Snow Hill Rd

Ooltewah, Tennessee 37363

Complainant County

Hamilton

Complainant Phone

(808) 282-5557

Complainant Phone-Ext

Complainant Email

buckeyebean81@yahoo.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	PO Box 30059 Knoxville, Tennessee 37930
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	media@solartitanusa.com

## About the Incident

Incident Date	2/10/2022
In which state did your purchase/transaction take place?	Tennessee
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	In January of 2022, I responded to an online advertisement for solar panels from Solar Titan USA. The sales lady, Lisa, came to my home and answered all of my questions concerning the system she determined would replace my electric bill. We provided our current electric bills to determine we would need to purchase a 7.2 kw system with 18 panel modules and 3 modules of 9kwh battery using Generac as the manufacturer. We were told it would take 6-8 weeks to be up and running. We were shown how the price of

	panels and system would replace our current electric bills and only see nominal fees as best in the winter months, and maybe \$100 in the summer months. We were promised there would be no payments due until 9- days AFTER our system was up and running. In May 2022 we began paying for an incomplete system. We were finally operational in October 2022. Since then, however, we are not generating the independent power we were promised. Our electric bill is equal to our solar bill.
Amount involved?	47,000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	Feb 2022
Where	Phone
What would you like the business to do?	We would like to be reimbursed for the months we were not operational as promised in writing by the company. We would like to be granted our customer referral stipend as promised by the company. It would be nice if they would provide us with a system (at no additional cost to us) that would make us energy independent as promised via authorized licensed contractor or debt forgiveness.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Lisa Hummel, Amy Beetley, Jessica Powers, Chip, Caden,
When did you make contact?	2-3 times weekly, from April 2022 -December 2022
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Jerry Jackson
Title	

Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Social Media
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted

2/20/2023 11:40 AM

Unique Id

1110000618

## Complainant Information

Complainant Name

Jon Lowell Perry

Age Range

50-59

Are you an active duty service member,  
military dependent, or retired from active duty  
military services?

No

Country of Residence

United States

Complainant Address

2510 Woodlawn Drive

Nashville, Tennessee 37201

Complainant County

Davidson

Complainant Phone

(615) 969-6166

Complainant Phone-Ext

Complainant Email

jperry@cecinc.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 North Peters Road Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	customercare@solartitanusa.com

## About the Incident

Incident Date	2/20/2023
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	Solar Titan and D and A Construction installed a 10 panel system at our home at 2510 Woodlawn Drive in Nashville, TN in May 2022. The panels were installed in a location different from what was illustrated on the Engineering Plans and are largely shaded especially during winter months. While the system seems to generate power, it is not clear where it is going as electricity bills have not reduced at all. Attempts to communicate with Solar Titan by phone (repeatedly) and email (2/08/2023) have been unsuccessful.



Amount involved?	38,500.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	Early 2022
Where	Internet
What would you like the business to do?	Modify the system so the panels are not shaded and assure the system is operating effectively.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	emailed customer care on February 8, 2023
When did you make contact?	February 8, 2023
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Laura Franklin
Title	
Phone	(615) 351-2548
Email	laura.franklin@tn.gov
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2023-02-20T17_40_42.7671955Z	



## Complaint Form

Date Submitted

2/19/2023 3:27 PM

Unique Id

1110000596

## Complainant Information

Complainant Name

Ray Hoffman

Age Range

60 or older

Are you an active duty service member,  
military dependent, or retired from active duty  
military services?

No

Country of Residence

United States

Complainant Address

2773 Holston River Drive

Rutledge, Tennessee 37861

Complainant County

Grainger

Complainant Phone

(301) 471-9059

Complainant Phone-Ext

Complainant Email

Rayman62@aol.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 N Peters Rd
	Knoxville, Tennessee 37923
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	6/19/2020
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	Sales man came to the house and had many statements "sell back to power company at 3 cents per kw and buy back at night for 10 cents ' 6/19/2020 talked it up with "even the moon will be used to power" solar panels placed on house when told to us it would be placed on barn when then moved it they damaged the roof by shortened the life of the roof by six to eight years we have 28 times issues and dates since the beginning with dates ranging from 2020 to 2022
Amount involved?	20.60

How did you pay?	Credit Card
Was this product or service advertised?	Yes
When	June of 2020
Where	Clicked on email
What would you like the business to do?	Make it correct working functioning properly fix roof leaks
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Sara Kirkland
When did you make contact?	7/2020
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Ernie
Title	Service manager
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/18/2023 4:58 AM

Unique Id 1110000577

### Complainant Information

Complainant Name Josh Hannah

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 131 lynhurst circle

Hendersonville, Tennessee 37075

Complainant County Sumner

Complainant Phone (615) 668-9700

Complainant Phone-Ext

Complainant Email josh.hannah21@gmail.com

## Respondent Information

Respondent Name	Solar titan usa
Respondent Country	United States
Respondent Address	414 N Peters Rd
	Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	865-392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	9/1/2022
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	Solar titan usa installed faulty equipment on my house in July of 2022. It does not work properly and I have been making payments on it since September of 2022. They also lied to me about the actual savings on my electric bill. I have not seen any savings at all.
Amount involved?	42,000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	



Where	Facebook
What would you like the business to do?	Give me back my money that I've had to shell out for a faulty system and cancel my solar loan through mosaic.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/16/2023 8:16 PM

Unique Id 1110000542

### Complainant Information

Complainant Name Caleb Wesler

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 945 Johnson Blvd SE

Cleveland, Tennessee 37311

Complainant County Bradley

Complainant Phone (423) 331-3124

Complainant Phone-Ext

Complainant Email calebwesler@gmail.com

## Respondent Information

Respondent Name	Solar Titan USA and Mosaic
Respondent Country	United States
Respondent Address	414 North Peters Road Knoxville, Tennessee 37922
Respondent County	
Respondent Phone	
Respondent Phone Ext	8653921036
Respondent Email	SolarReceiver@Gmail.com

## About the Incident

Incident Date	3/24/2022
In which state did your purchase/transaction take place?	Tennessee
Category	33 - Products & Sales - Home Electronic/Office/Shopping/TV Sales
Give a complete statement of the facts, with dates	Solar Titan lied about the products potential, how the government grant applies, the Mosaic loan monthly interest practices, customer satisfaction reimbursements promised and never received (promised back in August 2022). I wrote a letter with my lawyer that provides further details of the fraudulent practices of Solar Titan and Mosaic. Please feel free to contact me with regards to receiving this letter. Panels were purchase in March of 2022. The best return has been less than 20% of what they guaranteed

	would be provided. I'm paying \$250 a month for a system that saves me \$40 a month.
Amount involved?	43,750.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	2022
Where	Online
What would you like the business to do?	A substantial Reimbursement or removal of the system, including roof screw hole repairs.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Employees
When did you make contact?	July of 2022
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other	Personal Lawyer

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2023-02-17T02_16_40.7812519Z	



## Complaint Form

Date Submitted

2/15/2023 9:01 PM

Unique Id

1110000528

## Complainant Information

Complainant Name

Leahr Campbell

Age Range

60 or older

Are you an active duty service member,  
military dependent, or retired from active duty  
military services?

No

Country of Residence

United States

Complainant Address

1910 River Shores Drive

Knoxville, Tennessee 37914

Complainant County

Knox

Complainant Phone

(865) 539-9644

Complainant Phone-Ext

Complainant Email

leahrcampbell14@gmail.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 N Peters Rd Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	media@solartitanusa.com

## About the Incident

Incident Date	8/2/2022
In which state did your purchase/transaction take place?	Tennessee
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	The solar panels were installed in 2020, they did not offer the battery when purchase. K UB was the one that told me about the battery. I called KUB and they told me that the solar was not functioning about the solar. 08022022 I purchased the battery. The process was not completed and the solar system nonfunctional
Amount involved?	40.00
How did you pay?	Credit Card

Was this product or service advertised?	Yes
When	Internet
Where	On line
What would you like the business to do?	To reimburse. My husband and I were told if we purchased solar we would have small utility bill. My husband loan was 9000 and mine was 14000 with interest and KUB sometimes over 400. We would like a fictional solar system.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Many
When did you make contact?	Over 20 to 30 times or more
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Leahr B Campbell
Title	Homeowners
Phone	(865) 539-9644
Email	leahrcampbell14@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/15/2023 7:57 PM

Unique Id 1110000525

## Complainant Information

Complainant Name Deborah G Tankersley

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 121 Isbill Road

Complainant County Chattanooga, Tennessee 37419  
Hamilton

Complainant Phone (423) 802-1354

Complainant Phone-Ext

Complainant Email debtank64@hotmail.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 N Peters Road
	Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	9/22/2022
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	I purchased solar panels September 2021. I was told i would no longer have an energy bill. I was told the panels would be up and running before I had to start making payments on them. They had the panels installed by the end of September 2021, however they were not hooked up until April of 2022. After they were hooked up, there were no changes in my electric bill. I called and complained and they came back out and said that Generac needed to come out and replace the Snaps on the panels because they weren't working. Generac finally came in September 2022

	to replace the parts and everything was supposed to be working. Since then my electric bill has been even higher. I called almost every week and no one would ever call me back. So I have been paying 300-400 hundred dollars per month for electricity and 370 for solar panels. I am out 600-700 dollars a month for this crap. I really just want the solar panels to work. This has been going on since 2021. Also, they damaged my pavilion while installing the panels and they were supposed to fix it and never did.
Amount involved?	62,000.00
How did you pay?	Other
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	I would like my solar panels to work well enough to not have an electric bill like they promised. I would like them to fix the damage to my pavilion.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Receptionist
When did you make contact?	Every week since September 2022
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Dale Roden
Title	Engineer at Solar Titan
Phone	(865) 606-0561
Email	
Have you or the business filed a lawsuit regarding this complaint?	No

How did you hear about the Division of Consumer Affairs complaint program?	N/A
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted

2/15/2023 5:16 PM

Unique Id

1110000522

## Complainant Information

Complainant Name

Cornel Varnado

Age Range

30-39

Are you an active duty service member,  
military dependent, or retired from active duty  
military services?

Yes

Country of Residence

United States

Complainant Address

401 Ayden Ln

Clarksville, Tennessee 37042

Complainant County

Montgomery

Complainant Phone

(323) 316-6864

Complainant Phone-Ext

Complainant Email

tymonique12@gmail.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 N Peters Rd
	Knoxville, Tennessee 37922
Respondent County	
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	2/15/2023
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	On February 15, 2023 11:15 am I received an email from customer@solartitanusa stating my solar panels are now commissioned and will be turned on by someone coming out or remotely. Now to my understand there is an active restraining order on this company to not do business in the state of TN. So how is it they are still doing business in TN? They have never even switched my meter to a bidirectional meter that is require to have panels turned on. I don't want to do any business with a company with such bad business practices I requested

	cancellation with a full refund and to remove the panels from my roof immediately.
Amount involved?	59.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	July 2022
Where	Facebook
What would you like the business to do?	Remove the panels cancel the loan immediately
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Tyisha Varnado
Title	Mrs.
Phone	(310) 462-8947
Email	cvarnadojr@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

## Attestation



Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2023-02-15T23_16_26.6050509Z	



## Complaint Form

Date Submitted

2/15/2023 1:31 PM

Unique Id

1110000516

## Complainant Information

Complainant Name

Philip Clark Hansel III

Age Range

40-49

Are you an active duty service member,  
military dependent, or retired from active duty  
military services?

No

Country of Residence

United States

Complainant Address

13537 Morning Glory St

Athens, Alabama 35613

Complainant County

Complainant Phone

(256) 263-8303

Complainant Phone-Ext

Complainant Email

bigphilexp@yahoo.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 N Peters Rd Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	1-865-392-1036
Respondent Phone Ext	
Respondent Email	info@titansolarpower.com

## About the Incident

Incident Date	8/29/2022
In which state did your purchase/transaction take place?	Alabama
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	Sales person came to our home, offered the solar panels, we were told if we sign up on "first visit" they'd make payments for us. We set up the financing and gave them \$37,500.00 down payment. Between September and December we were given multiple excuses as to why nothing progressed.
Amount involved?	37.50
How did you pay?	Check

Was this product or service advertised?	Yes
When	2022
Where	Online
What would you like the business to do?	Refund my deposit.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	No one would answer.
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Graham Tomlin
Title	Solar Titan Sales
Phone	205-601-9957
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other Agency
Other	BBB

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/15/2023 11:40 AM

Unique Id 1110000508

## Complainant Information

Complainant Name Michael Neil Revord

Age Range 30-39

Are you an active duty service member,  
military dependent, or retired from active duty  
military services? No

Country of Residence United States

Complainant Address 1441 Laurel Hills Circle

Complainant County Jefferson  
Jefferson City, Tennessee 37760

Complainant Phone (865) 654-2817

Complainant Phone-Ext

Complainant Email mikerevord@gmail.com

## Respondent Information

Respondent Name	Solar Titan-Ideal Horizon Benefits LLC
Respondent Country	United States
Respondent Address	414 N Peters Rd, Knoxville, Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	1/28/2022
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	Went into contract with Solar Titan in Jan 2022. Install of panels happened very quickly approx. in March 2022. That is where the the good experiences ended. Installation of the remaining hardware did not complete until Sept of 2022. The installers cut out my drywall in a finished basement to access panel. This was then screwed on with espoused wiring coming through broken corner. Then after this long period, inspections were rescheduled 5+ times. Numerous calls were made to solar titan which never provided any follow up. Any follow was pursued on my end

	only. After install we have seen NO power being generated and definitely not the 80%-90% savings or return that the system was set & paid for. In addition to a non functioning system we had to have dry wall repaired & some of the wiring disconnected just to have power in areas of our home. I am still currently paying Mosiac for a non functioning, property damaging, product.
Amount involved?	77,038.00
How did you pay?	Other
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	Remove equipment, repair my roof and stop payment requirements.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Lakea Helton, (samanthablain@solartitanusa.com), Amy ?
When did you make contact?	Multiple times throughout 2022. Unfortunately all through phone calls.
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Nikki Lynn Revord
Title	Wife
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other



Other	Solar titan experience group
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## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2023-02-15T17_40_26.9786852Z.pdf	



## Complaint Form

Date Submitted 2/15/2023 9:59 AM

Unique Id 1110000504

### Complainant Information

Complainant Name Doug Alan Ruter

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 201 deer ln

Grandview, Tennessee 37337

Complainant County Rhea

Complainant Phone 423 407 6009

Complainant Phone-Ext

Complainant Email gdruter@gmail.com

## Respondent Information

Respondent Name	Doug ruter
Respondent Country	United States
Respondent Address	201 deer ln Grandview, Tennessee 37337
Respondent County	Rhea
Respondent Phone	423 407 6009
Respondent Phone Ext	
Respondent Email	gdruter@gmail.com

## About the Incident

Incident Date	11/21/2022
In which state did your purchase/transaction take place?	Tennessee
Category	06 - Personal & Professional Services/Health Club/Pest Control
Give a complete statement of the facts, with dates	Nov 21 2022 contacted the office, Solar Titan customer service 865 392 1036 asking to talk to a technician they said that someone would contact me with in 24 to 48 hours no return calls so I called the office every 2 days getting the same results until after Christmas. I called the salesman Matt, 361 386 0748, he told us that he no longer worked for solar titan. Then I called Solar edge 510 498 3200, they told me to call a different installer as of today I have not found anybody that is interested in helping. Went to a

	Lawyer John Deakins 423 428 9226, in January. He thinks that we would be wasting more money. I also have the same complaints that was on the news
Amount involved?	50,750.00
How did you pay?	Check
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	would like my money back or services rendered
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	main office customer services asking to talk with technicians with no response
When did you make contact?	started in Aug
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Virginia Ruter
Title	
Phone	423 407 6009
Email	gdruter@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted

2/14/2023 10:24 PM

Unique Id

1110000496

## Complainant Information

Complainant Name

Martha L Davis

Age Range

60 or older

Are you an active duty service member,  
military dependent, or retired from active duty  
military services?

No

Country of Residence

United States

Complainant Address

242 Old Cades Cove Rd

Townsend, Tennessee 37882

Complainant County

Blount

Complainant Phone

(865) 604-4196

Complainant Phone-Ext

Complainant Email

dcdavis214@bellsouth.net

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	PO Box 30059 Knoxville, Tennessee 37930
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	media@solar titanusa.com

## About the Incident

Incident Date	3/9/2022
In which state did your purchase/transaction take place?	Tennessee
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	After seeing advertisements about Solar Titan on Facebook my son, Douglas Davis, and I contacted them and scheduled an appointment for a sales representative to come to our home and speak with us about installing solar panels on our house. Their sales representative, Craig Scheffler, came to our home on 03/09/2022 and spoke with us. After listening to his sales pitch stating that the electricity generated from the solar panels and equipment that they install our electric bill from Sevier County Electric System would be

	significantly reduced and the savings from our normal electric bill would negate the monthly finance payment for the solar panels. It has not reduced our electric bill from Sevier County Electric, and we are now essentially paying two electric bills. One from Sevier County Electric and one for the monthly payment for the financing on the Solar Panels and equipment. They sold us a 9-kilowatt system stating that would be plenty to run our entire house. It does not run our entire house even on a bright sunny day as the sales rep assured us that it would.
Amount involved?	64,750.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	March of 2022
Where	Facebook
What would you like the business to do?	We would like restitution for a system that does not work as advertised.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No



How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/14/2023 2:35 PM

Unique Id 1110000480

## Complainant Information

Complainant Name Kasey Tyson

Age Range 18-29

Are you an active duty service member,  
military dependent, or retired from active duty  
military services? No

Country of Residence United States

Complainant Address 132 Valley Brook Rd

Dunlap, Tennessee 37327  
Complainant County Sequatchie

Complainant Phone (478) 225-7089

Complainant Phone-Ext

Complainant Email rlkw1115@yahoo.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	N Peters Rd
	Knoxville, Tennessee 37922
Respondent County	
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	7/30/2021
In which state did your purchase/transaction take place?	Tennessee
Category	33 - Products & Sales - Home Electronic/Office/Shopping/TV Sales
Give a complete statement of the facts, with dates	July 30, 2021, a representative from Solar Titan USA presented us with promises of self sustainability and saved money if we purchased a specific amount of solar panels from their company. He promised that we would make enough solar power to offset our electricity bill so much so that we would “only have a small fee for having a meter” thus saving us in the end. The representative set us up with their preferred lender, Mosaic. Since that day, we have been lied to, avoided, and mistreated. We have security

	footage of Solar Titan employees disrespecting our property and willfully sabotaging the installation process and overall safety guidelines. We have never made the promised amount of Solar power, but especially not since December when we started making ZERO solar power. Our battery company, Generac, states that the battery is not in communication with the panels at all and that it is Solar Titan's responsibility to fix this issue. This leaves us paying 100% of our electricity bills PLUS a loan payment on solar panels that do not work. Our family was promised to save money, but we are in fact going into debt for a faulty system and have saved no money at all per our electricity bills.
Amount involved?	45,000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	Summer 2021
Where	YouTube advertisement
What would you like the business to do?	We would like the amount of money back that we have wasted on the solar system and our loan canceled. Also, we would like the equipment removed from our property and the property repaired.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	We have left voicemails and emails with no return
When did you make contact?	Most recent would be February 6, 2023
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	

Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted

2/14/2023 8:59 PM

Unique Id

1110000495

## Complainant Information

Complainant Name

Linda J Eggleston

Age Range

60 or older

Are you an active duty service member,  
military dependent, or retired from active duty  
military services?

No

Country of Residence

United States

Complainant Address

702 Hillside Dr

Mt Juliet, Tennessee 37122

Complainant County

Wilson

Complainant Phone

(615) 364-1163

Complainant Phone-Ext

Complainant Email

egglestonl@bellsouth.net

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 N Peters Rd Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	cheyennegies@solartitanusa.com

## About the Incident

Incident Date	9/1/2021
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	I hired Solar Titan on 9-1-21 to install solar panels on my home to help reduce my electric cost, which has only gone up since installing the system. They came out I believe in October (I cannot remember) to install the equipment. Once they installed the equipment my payments to their lender started immediately. I did not have "working" equipment for several months after the fact. It was not until my daughter got involved and assisted me did I ever get a call back from the company. I knew inspections needed to be done and they were supposed to schedule

	<p>those and then get back to me once they were completed. My daughter noticed the system was tagged with a final inspection, but the company never followed up on it. When we called them we were told both inspections were not completed. My daughter got in contact with Tim Suddoth with Middle Tennessee Electric and he was able to finally get Solar Titan to agree to meet him at the property to change out my meter. They scheduled for the morning of 12/16/21, however, Solar Titan did not show up. As they always said they were short-staffed and forgot about our meeting. When the two parties were finally about to get together later that day because MTEC did not give them another choice but to show up it was pointed out the system was installed backward at the breaker box. This caused several red flags and we asked that someone come and correct the errors. It took until 3/22/22 for them to come out and correct the panel and correctly assign backup breakers so we had power during outages. This date was after 4 scheduled appointments and the guy they sent out was supposed to be the lead technician. When Scottie showed up he admitted to the system being installed wrong on the roof as well as inside the house. Unfortunately, there was nothing they could do about the roof without causing damage to the space where they installed them the first time and the shingles would need to be replaced.</p>
Amount involved?	47,750.00
How did you pay?	Credit Card
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	<p>They need to come out, remove the panels they installed incorrectly, repair my roof where they did so, install the panels in the correct spot, and credit me back all the interest and payments I have made until I have a fully operational system. I did have to pay off the system when I refinanced my home, however, I am very aware of what my monthly payment with interest was and would have been to this date.</p>



Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Cheyenne, Dale, Kevin, Meredith
When did you make contact?	I have record of all emails and calls
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Leslie Boggess
Title	Daughter
Phone	(720) 878-8840
Email	leslie@welcomematvacations.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	3
SubmittedFile_2023-02-15T02_59_58.7891048Z	
SubmittedFile_2023-02-15T03_00_26.3592406Z	
SubmittedFile_2023-02-15T03_00_37.7926191Z.pdf	



## Complaint Form

Date Submitted 2/14/2023 6:27 PM

Unique Id 1110000491

### Complainant Information

Complainant Name Ronald Lynn Wilson

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 1945 Mentor Rd

Louisville, Tennessee 37777

Complainant County Blount

Complainant Phone (865) 724-2235

Complainant Phone-Ext

Complainant Email janice\_wlsn@yahoo.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 North Peter's rd
	Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	7/15/2020
In which state did your purchase/transaction take place?	Tennessee
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	Solar system installed 7/28/2020 System did not function as promised. Promised a battery for charging never received the battery.
Amount involved?	42,500.00
How did you pay?	Other
Was this product or service advertised?	No
When	

Where	
What would you like the business to do?	Take the system off our home and our refund our money.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted

2/14/2023 3:41 PM

Unique Id

1110000483

## Complainant Information

Complainant Name

Laura J. Harris

Age Range

60 or older

Are you an active duty service member,  
military dependent, or retired from active duty  
military services?

No

Country of Residence

United States

Complainant Address

219 PRESERVE CIR

MANCHESTER, Tennessee 37355

Complainant County

Coffee

Complainant Phone

(931) 247-2777

Complainant Phone-Ext

Complainant Email

ljharris107@gmail.com

## Respondent Information

Respondent Name	Ideal Horizon and MOSAIC
Respondent Country	United States
Respondent Address	PO Box 30059 Knoxville, Tennessee 37930
Respondent County	
Respondent Phone	(865) 392-1036
Respondent Phone Ext	429
Respondent Email	dewaynamickey@solartitianusa.com

## About the Incident

Incident Date	6/18/2022
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	I was influenced to purchase solar panels at a high rate as the sales person was aware of my passion to help fix the environment and the reason I requested the meeting. The panels never got connected to the electric company and are not working while I was being pressured to make payments for a product that is not functioning. I talked to the finance company who assured me Ideal Horizon would reimburse the payments made when the system was not completed. I called to request cancelling payments and was told again Ideal Horison would reimburse

	payment then Solar Titian a part of Ideal Horizon and are now with the TN State District Courts as well as MOSAIC financial for violations of consumer protection acts.
Amount involved?	35,000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	June 2022
Where	Website
What would you like the business to do?	Fix the problems with my home electricity as a direct result from trying to install solar panels and provide a working product at a reasonable price as the payments are more than my electric bill. The sales person was very good and made an argument for the high price and future returns on investment with electric bill prices going up. I was anticipating 15k and signed a contract for 35k in good faith the benefits to the environment, community, and self would outweigh the cost.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Crystal and Emily
When did you make contact?	Several times since June 2022 via emails and phone calls.
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Zachariah Charles Harris
Title	Son
Phone	(931) 581-4790
Email	zachharris1981@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No

How did you hear about the Division of Consumer Affairs complaint program?	Other
Other	Announcement on Solar Titian USA website from TN US District Court

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2023-02-14T21_42_18.6322578Z	





## Complaint Form

Date Submitted 2/13/2023 8:02 PM

Unique Id 1110000463

### Complainant Information

Complainant Name Jordan Alerich Nechkash

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 6196 Poplar Springs rd

Greeneville, Tennessee 37743

Complainant County Greene

Complainant Phone (309) 319-0975

Complainant Phone-Ext

Complainant Email nechkach0920@yahoo.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 North Peters Rd Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	media@solartitanusa.com

## About the Incident

Incident Date	4/23/2021
In which state did your purchase/transaction take place?	Tennessee
Category	33 - Products & Sales - Home Electronic/Office/Shopping/TV Sales
Give a complete statement of the facts, with dates	In April of 2021 we were presented with a solar opportunity with a salesman, Chad, from solar titan. He told us that with this system we would have drastically lower electric bills. He told us that get lump some tax refund to put back towards our balance to keep our monthly payment the same instead of an increase if we didn't pay the lump sum back. This was a false statement that we didn't find out until it was time to do our taxes the following year. So we had to have an increased payment with sunlight

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financial for the loan each month because we couldn't come up with the lump sum amount to keep our payment the same. We tried on numerous occasions to speak to management about the false promises they gave us at the time we signed our contract, not one time did they call back. I left many voicemails and no call back. The panels were installed and worked properly for a short time. We had called solar Titan and they had a technician come out and said that there was something installed incorrectly. They said it was fixed. Awhile later we noticed the panels were not working to the full as we were promised they would and our electric bill also showed there wasn't a huge difference in our power usage. When I called again they had sent out another person from generac to replace the broken pv links. About 2 weeks later more panels went out again. I called solar titan again and they said there was no permant solution that would fix the problem at the moment and some our panels were at least producing some energy. This is not what we paid for. We paid for all of them to function. They told us they have some clients on a trial fix but wouldn't know how long it would be until they would know if its a permanent fix so here we are still with partially working panels again and paying for them still. A lawyer who is looking at many of solar titan customer complaints have said that the loan companies are hiding fees as well, sunlight financial being one of them

Amount involved?	57,500.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	4/12/21
Where	In our home
What would you like the business to do?	Take the panels off, repair our roof, release our loan and any money we have paid towards the loan.
Is this an Automobile Complaint?	No
Year	

Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	I dont recall the name it's been sometime since we called but it was the secretary.
When did you make contact?	last contact was may 2022.
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Nathan Ryan
Title	Lawyer
Phone	(256) 764-0097
Email	sami@robertbunchlaw.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Word of mouth
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/14/2023 10:58 AM

Unique Id 1110000472

### Complainant Information

Complainant Name James Alexander

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 126 Emory Lane

Oak Ridge, Tennessee 37830

Complainant County Anderson

Complainant Phone (865) 3921036

Complainant Phone-Ext

Complainant Email SolarReceiver@gmail.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 North Peters Road Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 3921036
Respondent Phone Ext	
Respondent Email	SolarReceiver@gmail.com

## About the Incident

Incident Date	8/31/2022
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	In the Spring of 2022, James and Kathleen Alexander contracted with Solar Titan USA for the installation of a solar Panel/Storage Battery system. The system was delivered and installed shortly after the sale, but inspections and approvals to connect the system were not completed until August 2023. Since then the system has failed to perform at the level promised.
Amount involved?	75,000.00
How did you pay?	Other

Was this product or service advertised?	Yes
When	Spring 2022
Where	Internet
What would you like the business to do?	Repair/replace faulty components so the system operates properly.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/14/2023 9:44 AM

Unique Id 1110000469

### Complainant Information

Complainant Name Edward Mullett

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? Yes

Country of Residence United States

Complainant Address 230 Gustavis Ave

Complainant County Kingsport, Tennessee 37664  
Sullivan

Complainant Phone (423) 268-1169

Complainant Phone-Ext

Complainant Email cabmom29@hotmail.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 N. Peters Rd
	Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	2/4/2022
In which state did your purchase/transaction take place?	Tennessee
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	Back Last Spring we were approached by a solar titan Rep. I had inquired about solar through the internet. The Rep gave us raving reviews of Solar and how we could get a relief from our everyday high energy bill. She told us her grandmother had the same system we purchased for 60,500 dollars and she only paid for a meter fee. in the past 9 months we have seen no reduction of our high energy bill and ( I told this liar that we could not afford a solar payment and try to pay a electric payment). our payments include 345 + 415

	electrical. we are suffuring due to the lack of care from Solar titan they will not return calls? Our system simply does not work as explained to us. Now another problem is they sold this based on the fact that we would have a refund from the federal government of 30 percent which would be like 18,000 off the system and I would only finance 42,000. We needed to send the refund to our finance company Mosaic. When we filed there is no refund from the government but a tax reduction instead? there is no refund if I dont come up with 18,000 within 3 months pay payment increase to an un- believable amount. Im need relief from this situation the can have the system back (PLEASE HELP US !)
Amount involved?	60.50
How did you pay?	Other
Was this product or service advertised?	Yes
When	back 2022 last spring
Where	On the internet
What would you like the business to do?	1. Refund my money, take the equipment off our roof. 2. They have caused great harm to my family my husband blood pressure has gone out of site worrying where are we going to come up with the money. They told us it would be like replacing our electric bill for the 345 steady payment ? we are paying double my husband is 78 and has had to find work to pay both electric payment and solar titan bill?
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	front desk in the beginning
When did you make contact?	after we started paying double payments 3 months later, They took almost 6 months to start solar.

Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	John Womack
Title	Our Painter
Phone	(423) 408-9910
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/14/2023 7:09 AM

Unique Id 1110000465

### Complainant Information

Complainant Name Jeff Erler

Age Range 50-59

Are you an active duty service member,  
military dependent, or retired from active duty  
military services? Yes

Country of Residence United States

Complainant Address 2974 Stoney Gap Road

Sneedville, Tennessee 37869

Complainant County Hancock

Complainant Phone (240) 216-4190

Complainant Phone-Ext

Complainant Email Jerler@tva.gov

## Respondent Information

Respondent Name	Solar Titan/Solar Mosaic
Respondent Country	United States
Respondent Address	414 North Peters Road
	Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	8/21/2022
In which state did your purchase/transaction take place?	Tennessee
Category	06 - Personal & Professional Services/Health Club/Pest Control
Give a complete statement of the facts, with dates	We signed a contract with Solar Titan in the amount of \$45,500 on August 21st, 2022. They have gone out of business and Solar Mosaic is demanding money for a system that is not operational. The system is in place but has failed all inspections and has not been placed in service. More information upon request.
Amount involved?	45,500.00
How did you pay?	Other

Was this product or service advertised?	Yes
When	August
Where	Facebook
What would you like the business to do?	Post funded cancellation from Mosaic.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Everyone
When did you make contact?	every day since August
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Social Media
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
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SubmittedFile\_2023-02-  
14T13\_09\_44.3336028Z.pdf





## Complaint Form

Date Submitted 2/13/2023 6:43 PM

Unique Id 1110000460

## Complainant Information

Complainant Name Pamela Ann Hickcox

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 809 OLD LEE HWY

PHILADELPHIA, Tennessee 37846

Complainant County Loudon

Complainant Phone (203) 376-8531

Complainant Phone-Ext

Complainant Email Rnbears@comcast.net

## Respondent Information

Respondent Name	Solar Titan
Respondent Country	United States
Respondent Address	414 North Peters Rd Knoxville, Tennessee 37922
Respondent County	
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	8/1/2021
In which state did your purchase/transaction take place?	Tennessee
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	We first had the Sales person, Jason Horton come out to the house to discuss the Solar Panels and generator in August 2021. He explained the process and system, stating that our electric bill would disappear. We signed a contract for the installation after a credit check for financing. We finally got the panels and system with 5 KW PV system and 9 kWh Battery size installed in October 2021. Over the next 12 months, we did not see any change in our electric bill, thinking there should at least be a decrease and not a

	complete zero amount for the electric bill. I then called in to Solar Titan Customer Service and spoke with Angela Childers. She asked me to send in our electric bills for the past 16 months to be reviewed. I emailed a copy of all our bills except for 1 month (which I could not locate) on 10/18/2022. After a month, I called back because I had not hear back from them and she said that she did not receive my email. I then resent the email again on 11/22/2022. She said it would /take some time to review. After 2 days, Angela called me back and I was then told that we needed to cut down some trees around our house so the sun would reach our solar panels. I explained that there are no trees around our house except one small tree that that would not block the sun. I then asked to speak to a manager, and was told that they are all in a meeting. I was becoming very angry at this point, and said that it I didn't hear from a manager the next day that I would then make a complaint to the BBB and to the Attorney General's office. I then received a call from John Carroll, who stated he was the Sales/Training Manager. We discussed that we were told that our electric bill would disappear. I told him that I did not really expect that, but that I was expecting at least a decrease in our electric bill which we have not seen at all. A copy of all our electric bills before and after the installation were sent to his office. I was then told that he would have
Amount involved?	38.75
How did you pay?	Other
Was this product or service advertised?	Yes
When	August 2021
Where	commercial/Utube
What would you like the business to do?	continued from above --> his technician review our system from the office, which they can do and call me back. After several attempted calls to him, he finally told me our system is not sufficient and they would give us 5 add'l panels free of charge and that I would get a call in Jan 2023 to schedule. I have not yet received a call. I tried to call John Carroll again kept getting his voicemail, last on 2/8/2023. I would like Solar Titan to

	come out to the house and remove all the solar panels and equipment, to have us stop any and all payments to Mosaic, and to reimburse us for the money we have paid so far, since the system has not worked since we got it installed.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Angela Childers, office customer service and John Carroll, manager of Sales
When did you make contact?	11/2022 thru 12/2022 for Angela and 11/2022 thru 2/2023 to John Carroll
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Glenn A Hickcox
Title	Spouse
Phone	(203) 376-6358
Email	Bruincrazi@comcast.net
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2023-02-14T00_43_15.2977451Z	



## Complaint Form

Date Submitted 2/13/2023 4:02 PM

Unique Id 1110000452

### Complainant Information

Complainant Name Danny L Pursley

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 300 Spence Cir

Nashville, Tennessee 37210

Complainant County Davidson

Complainant Phone (615) 485-3880

Complainant Phone-Ext

Complainant Email no1busdriverman@aol.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 N Peters Rd Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	customercare@solartitanusa.com

## About the Incident

Incident Date	8/1/2022
In which state did your purchase/transaction take place?	Tennessee
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	March 2022, is the date we signed to have solar panels put at our home. Solar Titan USA told my wife and me that we would be paying around \$15.00 per month for the panels, which would reduce the electric cost. Now we're paying the loan of \$280.00 and our electric bill of 250.00 to \$330.00 a month, (which has not changed but increased). The panels are not working, we have called and emailed Titan Solar USA regarding red lights that are flashing, with error messages, but no response from Solar Titan. Because of the lies

	from Solar Titan, we would like the panels removed from our home because the solar panels are not working, and the Loan Company ( Mosaic Loan Services 855-746-5551) if they would stop charging for services from Solar Titan USA that are not being rendered. My wife and I are both retired and on disability and can not afford this increase in our budget. We would greatly appreciate your help. Please help us resolve this matter
Amount involved?	50.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	February 2022
Where	TV
What would you like the business to do?	Because of the lies from Solar Titan, we would like the panels removed from our home because the solar panels are not working, and to fix the house roof back the way it was (replace roof and siding. The Loan Company ( Mosaic Loan Services 855-746-5551) if they would stop charging for services from Solar Titan USA of the solar panel that is not being rendered and forgive the loan.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Dustin Semdell 619-997-3038 salesman Solar Titan USA 865-392-1036
When did you make contact?	Every two weeks starting August 2022
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	

Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted

2/13/2023 10:08 AM

Unique Id

1110000437

## Complainant Information

Complainant Name

Lonnie G Ward

Age Range

60 or older

Are you an active duty service member,  
military dependent, or retired from active duty  
military services?

No

Country of Residence

United States

Complainant Address

1144 Birdwell Drive

Gallatin, Tennessee 37066

Complainant County

Sumner

Complainant Phone

(615) 925-0723

Complainant Phone-Ext

Complainant Email

jlwsart@hotmail.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	11205 Outlet Drive Knoxville, Tennessee 37932
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	info@solartitanusa.com

## About the Incident

Incident Date	9/28/2021
In which state did your purchase/transaction take place?	Tennessee
Category	33 - Products & Sales - Home Electronic/Office/Shopping/TV Sales
Give a complete statement of the facts, with dates	We met with representatives from Solar Titan USA on 9/28/2021 and purchased the recommended system for the amount of \$43,000.00. In November the installation began with the assurance the system would be operational by Christmas or at most January 1, 2022. They only installed 15 of the 16 panels indicated on our sales agreement and did not follow the diagram of the engineering specs. After numerous phone calls and no action on the part of Solar Titan USA, I filed the first complaint

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with the Better Business Bureau. After a period of time without any action by Solar Titan I filed a second complaint and following the third complaint my husband received a phone call from Dale Roden indicating he would have the work completed on our system and get it operational and that Solar Titan USA would reimburse us for the payments we had made on the system up to that point. He also had an additional payment of \$770.94 sent to us requesting that I not file any additional complaints with the Better Business Bureau. At no time during this whole process did they phone us to schedule service, they just showed up and if I had not been home would have left without performing any work. On 5/16/2022 a work team showed up and we were told the system would be up and running following the work that day. Again the system did not operate as promised and although we have phoned numerous times, we were told with each call that someone would call us back and schedule a visit. It was my son visiting from Florida that actually fixed the communication problem with the inverter so I could use the app to see information of operation in the inverter. December 2, 2022 I spoke with Sara - on December 3, 2022, I spoke with Taylor, Jessica and Shannon with no results. On December 15, 2022 I again phoned and Jill assured me Dale Roden would phone that day - he did not. I began leaving message on his cell phone and still have not heard from him. January 2023 I contacted LightWave Nashville.....

Amount involved?	43.00
How did you pay?	Cash
Was this product or service advertised?	Yes
When	October 2021
Where	Online
What would you like the business to do?	We expect that they deliver the operational system that will provide the results indicated in the sales agreement OR remove the entire system, replace/repair roof/exterior walls and refund our money.
Is this an Automobile Complaint?	No

Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Kaitlyn, Sara, Taylor, Heather, Jessica Powers, Shannon and Dale Roden
When did you make contact?	Numerous occasions with the last conversation on 12/15/2022
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	
Title	Better Business Bureau
Phone	(865) 692-1600
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	8
SubmittedFile_2023-02-13T16_08_37.7682203Z	
SubmittedFile_2023-02-13T16_08_50.3559408Z.pdf	
SubmittedFile_2023-02-13T16_10_46.3939341Z	
SubmittedFile_2023-02-13T16_10_55.8785931Z.pdf	
SubmittedFile_2023-02-13T16_12_15.4130225Z.pdf	

SubmittedFile_2023-02-13T16_12_25.6341187Z
SubmittedFile_2023-02-13T16_12_34.2472674Z
SubmittedFile_2023-02-13T16_12_44.4798720Z.pdf

Submitted	Received via	Requester
February 13, 2023 at 10:24 AM	Mail	JL Ward <jlwsart@hotmail.com>

Status	Type	Priority	Group	Assignee	Ticket status
Solved	Question	Normal	Complaints	Claire Marsalis	Solved

**JL Ward** February 13, 2023 at 10:24 AM

In review of the attached copy of our complaint, I see that the amount listed in the section "Amount Involved" is incorrect and should read 43000.00 not 43.00. Please note this correction as all the additional information in the complaint list \$43,000.00 as the amount. The unique Id" on our submission is 1110000437.

Thank You,  
Lonnie & Jennimarie Ward



## Complaint Form

Date Submitted 2/13/2023 7:52 AM

Unique Id 1110000435

### Complainant Information

Complainant Name Kent Boyd Ketner

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 1490 Collins Road

Complainant County New Market, Tennessee 37820  
Jefferson

Complainant Phone (828) 273-4694

Complainant Phone-Ext 8282734694

Complainant Email bketner@yahoo.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 Peter's Road Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	8653921036
Respondent Email	

## About the Incident

Incident Date	8/9/2022
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	The solar panels were installed on my home and they have never worked, they have not complied with the agreement of our contract. Can't get in contact with anyone. They have closed up and gone, I am 72 on Social Security and I want pay for this (\$35000.00) that has never worked. I need your help to fix this problem.
Amount involved?	35,000.00
How did you pay?	Other
Was this product or service advertised?	Yes



When	For months before I talked to the That's how I new about them.
Where	TV, Radio, Neews Paper and US Mail, Internet and more
What would you like the business to do?	I would like to have them remove the panel's and stop my payments. I don't want the solar panel system any more I don't trust them.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Ancering Service
When did you make contact?	1/4/2023
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	N/A
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/12/2023 9:32 AM

Unique Id 1110000414

## Complainant Information

Complainant Name David Nevitt

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 333 Tom Franklin Road

Complainant County Jefferson City, Tennessee 37760  
Jefferson

Complainant Phone (865) 850-7688

Complainant Phone-Ext

Complainant Email dnevitt1@charter.net

## Respondent Information

Respondent Name	Solar Titan
Respondent Country	United States
Respondent Address	414 N Peter Road Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	12/19/2022
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	Since we signed a contact with Solar Titian to have solar panel installed on June 5, 2022. The experience has not been a very good one. We were prepared to buy a larger system than we are ending up with because the salesperson told us that the 4KW with Hyper Power Boost would act like the 6KW system. We were also told that if the system was not online before we had to make our payments, they would pay them. They installed the panel and battery backup a week later. It took until August 23, 202 before the system was online. During that I made many

	<p>phone calls talked to different people each time, just nothing but a run around each time. We made payments before the system was online, during several different calls I was told the check would be sent, it never came. We purchased a solar system to lower the electric bills as much as possible. There have been several times where we have lost power and the battery did not work the 4 circuits did not work, we were completely out of power. I made phone calls, it several days before I received a call back, they made adjustments, but blamed me because of the way battery systems was set. I have no control over that. Then came the rolling black out around Christmas, again the battery did not work. I had phone calls; I still have not received calls back. I am not surprised after hearing on the news they into a small building, and laid off many staff, I have tried calling and get call cannot be completed as dial. I am not sure how to get in touch with at all now. The bottom line is we have been taking for a ride. Their customer service throughout the entire experience has been bad to say the least. I keep hearing on the news about this company and want to be on record also. There is a family on my street that is not happy as well, not sure if they filed a complaint.</p>
Amount involved?	36,500.00
How did you pay?	Other
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	<p>Make sure the system will do what has been promised. Our goal was to lower electric bills to the lowest possible, ensure me that in the event of future power failure that the battery will function correctly, the 4 circuits will work. Currently where I live, we seem to lose power often. we wanted solar to help with this. So far it does not.</p>
Is this an Automobile Complaint?	No
Year	

Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	many people, always given the run around
When did you make contact?	many times
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted

2/11/2023 12:47 PM

Unique Id

1110000399

## Complainant Information

Complainant Name

Daniel Beaty

Age Range

60 or older

Are you an active duty service member,  
military dependent, or retired from active duty  
military services?

No

Country of Residence

United States

Complainant Address

2497 Yore rd

Parrottsville, Tennessee 37843

Complainant County

Cocke

Complainant Phone

(618) 367-2583

Complainant Phone-Ext

Complainant Email

dkbeaty6@gmail.com

## Respondent Information

Respondent Name	Solar Titan
Respondent Country	United States
Respondent Address	414 N Peters Rd
	Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	1-865-392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	6/1/2022
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	We purchased a solar system from Solar Titan and it was installed but never made functional.
Amount involved?	80,000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	
Where	Online

What would you like the business to do?	I need my system made functional or removed
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	They stopped answering
When did you make contact?	November 2022
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Jacob Beaty
Title	
Phone	1 618-322-4102
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Social Media
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/12/2023 2:22 AM

Unique Id 1110000411

## Complainant Information

Complainant Name Tyler Bryant Kendall

Age Range 18-29

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 5237 cross rd

Westmoreland, Tennessee 37186

Complainant County Macon

Complainant Phone (615) 388-3652

Complainant Phone-Ext

Complainant Email Tbkendall1016@gmail.com

## Respondent Information

Respondent Name	Solar titan
Respondent Country	United States
Respondent Address	5237 cross rd
	Westmoreland, Tennessee 37186
Respondent County	Macon
Respondent Phone	(615) 388-3652
Respondent Phone Ext	
Respondent Email	Tbkendall1016@gmail.com

## About the Incident

Incident Date	4/7/2022
In which state did your purchase/transaction take place?	Tennessee
Category	06 - Personal & Professional Services/Health Club/Pest Control
Give a complete statement of the facts, with dates	We have been paying on these solar panels for almost year and I had one or two days of use then they turn them off and I can not reach anybody about coming out to fix them. We want them off and want the money back to loan we had to take out to put them on.
Amount involved?	54.25
How did you pay?	Other
Was this product or service advertised?	Yes

When	Unsure
Where	Unsure
What would you like the business to do?	To pay the loan off and take them off my house.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	There office
When did you make contact?	Everyday
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	Yes
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other	Family

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/10/2023 10:42 PM

Unique Id 1110000394

## Complainant Information

Complainant Name Russell Scott Troope

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 805 Tom Osborne Rd

Columbia, Tennessee 38401

Complainant County Maury

Complainant Phone (931) 215-0131

Complainant Phone-Ext

Complainant Email scotttroope@gmail.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	PO Box 30059 Knoxville, Tennessee 37930
Respondent County	Knox
Respondent Phone	1-865-392-1036
Respondent Phone Ext	
Respondent Email	SolarReceiver@Gmail.com

## About the Incident

Incident Date	4/15/2021
In which state did your purchase/transaction take place?	Tennessee
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	We contracted with Solar Titan USA to install a solar system at our residence in April 2021. After many delays and several failed inspections, the system was finally commissioned in March 2023. We have had numerous issues with failed equipment since its installation. The system is currently not capable of producing the power or emergency backup which was specified in the contract.
Amount involved?	42,205.00

How did you pay?	Other
Was this product or service advertised?	Yes
When	2021-2022
Where	Internet
What would you like the business to do?	We would like to issues which render the system inoperable to be corrected and we would like a credit or refund for the money we have lost due to having paid for a system which has not produced as specified.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Not documented
When did you make contact?	Multiple times from 6/21 to 11/22
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Lea Andrea Troope
Title	
Phone	(931) 388-5893
Email	andreatroopelpc@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other	Other victims of Solar Titan as well as the Solar Titan website.

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	3
SubmittedFile_2023-02-11T04_42_32.0410536Z	
SubmittedFile_2023-02-11T04_42_49.9413882Z	
SubmittedFile_2023-02-11T04_43_02.6842252Z.pdf	



## Complaint Form

Date Submitted 2/10/2023 3:41 PM

Unique Id 1110000388

## Complainant Information

Complainant Name Amanda Webb

Age Range 30-39

Are you an active duty service member,  
military dependent, or retired from active duty  
military services? No

Country of Residence United States

Complainant Address 237 coble rd

Complainant County Shelbyville, Tennessee 37160  
Bedford

Complainant Phone (773) 936-0686

Complainant Phone-Ext

Complainant Email amandawebb59@gmail.com



## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 n peters rd Knoxville, Tennessee 37922
Respondent County	
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	media@solar titanusa.com

## About the Incident

Incident Date	6/23/2022
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	On 6/23/2022, Solar Titan USA was contracted to install 20 solar panels on my property. Their representative, Paul Jack came to my home a presented paperwork regarding installation and projected savings. It was said that I would be saving up to 80% on my energy bill after installation and I would receive government issued funds for installing solar panels. On 07/07/2022, Ideal Horizon Benefits LLC - DBA Solar Titan USA installed the 20 panels, with an estimated service date of 07/23/2022. Shortly after installation, Solar Titan affiliated installation

	inspectors found issues and after several failed inspections, Solar Titan shut down all services regarding the unfinished install of the panels on 09/15/2022. I have made many attempts to speak someone regarding my services to no avail. On 10/20/2023 I received a text message that read "This is Solar Titan USA just letting you know we are working on getting you scheduled and taken care of. Thank you". I have not heard from Solar Titan since then.
Amount involved?	108.20
How did you pay?	Other
Was this product or service advertised?	Yes
When	
Where	
What would you like the business to do?	I would like to have all contractual obligations terminated with financial reimbursement for all payments made and compensation for damages to my property cause by installation, inspection, and the presence of Solar Titan USA on my property.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Robert Walker
Title	
Phone	(859) 402-6626
Email	Latroan318@gmail.com

Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	4
SubmittedFile_2023-02-10T21_41_58.0666199Z.pdf	
SubmittedFile_2023-02-10T21_43_19.7790161Z.pdf	
SubmittedFile_2023-02-10T21_44_44.2114450Z.pdf	
SubmittedFile_2023-02-10T21_46_08.4758546Z.pdf	



## Complaint Form

Date Submitted 2/10/2023 2:17 PM

Unique Id 1110000379

### Complainant Information

Complainant Name Sara Johnson

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 1815 Lindsey Street

Florence, Alabama 35630

Complainant County

Complainant Phone (601) 466-7105

Complainant Phone-Ext

Complainant Email saraljohnson@gmail.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 N Peters Rd
	Knoxville, Tennessee 37922
Respondent County	
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	4/9/2022
In which state did your purchase/transaction take place?	Alabama
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	I signed a contract with Solar Titan USA on April 9, 2022 to install a 6 KW PV System on my home in Florence, AL. At the same time, I took a loan out through their partner Solar Mosaic for \$49,000. I was told it would be 6-8 weeks until installation. For a variety of reasons that Solar Titan USA gave (including permit delays and difficulties working with my electrical company), they were unable to install the system in this time frame. On December 28, 2022, I informed them that I wished to cancel my contract, seeing

	as they had not been able to install 8 months later. As of December 28, 2022, I had paid \$1,390.70 on my loan (\$278.14 a month beginning in August 2022) to Mosaic. I informed them to reach out to my lawyer (Nathan Ryan, Singing River Law, Florence, AL) regarding the cancellation. As of today (02/10/2023), Solar Titan USA never reached out to my lawyer to handle cancellation and my loan with Solar Mosaic has not been cancelled. I reached out to Solar Mosaic yesterday (02/09/2023) and was informed that \$29,000 of the loan was disbursed to Solar Titan USA for the work that was not done and a system that was not installed.
Amount involved?	49,000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	April 2022
Where	Google
What would you like the business to do?	I would like for Solar Titan USA to cancel my contract. I would also like for them to communicate with Solar Mosaic regarding their failure to deliver on the contract. I would like Solar Mosaic to cancel my contract and refund me the \$1668.84 (as of 2/10/23) that I have paid them towards the loan.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	I have communicated with a number of employees, including Leeann Anderson, Dillon O'Brien and Faith
When did you make contact?	Multiple times by phone. I have an email from 8/27/22
Is there anyone else with firsthand knowledge of your complaint?	Yes

Name	Chase Powell
Title	
Phone	(256) 620-2160
Email	chasepow@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/10/2023 2:16 PM

Unique Id 1110000378

## Complainant Information

Complainant Name Angela M Whitt

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 8600 Gleason dr

Knoxville, Tennessee 37923

Complainant County Knox

Complainant Phone (865) 201-7005

Complainant Phone-Ext

Complainant Email Allyvic7507@yahoo.com



## Respondent Information

Respondent Name	Solar Titan
Respondent Country	United States
Respondent Address	414 N Peters Rd Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	qualityassurance@solartitanusa.com

## About the Incident

Incident Date	2/10/2023
In which state did your purchase/transaction take place?	Tennessee
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	On August 19th 2022 my mother and I entered into a contact with mosaic loan services and solar titan usa. They came and installed our system. On 10-15-22 we received our first reimbursement check. November passed and quickly December. I called multiple times to find out where our other checks were. I finally got through and on 12 27 2022 Ben informed me that checks were late and urged me to call back after the 1st of Jan as most employee would not be back until then. I called and called, left messages almost every other day.

	Finally I decided to drive to their offices and poof no more solar titan. I spoke with a reporter from wvlt and he told me of many people filing complaints. And now its 2 10 2023 and myself and my 70 year old mother are wondering whats going to happen to us.
Amount involved?	162.32
How did you pay?	Other
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	I accepted this because they told me that we would have reimbursement and a lower utility bill one day no bell and that TVA would buy any unused power. We would have service storage in the event of having any roof removal and replacements. I wish I had never delt with them now i have 2 super high payments.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Ben
When did you make contact?	Yes
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story

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Other

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## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/10/2023 12:48 PM

Unique Id 1110000376

## Complainant Information

Complainant Name Danny R. Glasgow

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? Yes

Country of Residence United States

Complainant Address 3535 Jackson Ferry Road  
Post Office Box 136  
Greenback, Tennessee 37742

Complainant County Loudon

Complainant Phone (865) 386-3935

Complainant Phone-Ext

Complainant Email dgbluedots@aol.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 N. Peters Road
	Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	10/15/2022
In which state did your purchase/transaction take place?	Tennessee
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	On 10/15/2022, Nevin Sharma, Sales Rep for Solar Titan USA came to our home at our request for purchase/installation of Solar Panels with Back Up Battery. Installation Agreement was signed for a 4 KW PV System with 10KWh Battery which and the Hyper Package, included a 6 month promotion by Solar Titan (they pay the first 6 months of installment payments to Mosaic Credit whom we financed through upon his recommendation. Mosaic contract received 10/17/2022, "first payment to begin on

	03/01/2023". With (6) month promotion for purchase, our first payment should begin on 05/01/2023. On 11/01/2022, contracted crew appeared early morning at our home, installed purchased package. After dark, installation crew decided the Battery was defective and would not power up. Solar Titan USA Technician came out 11/02/2022, stating he agreed the battery was defective and he was going back to office order a new one. Two weeks later, no response from Solar Titan, we called the office. Customer service said Tech is gone on vacation and there's no notes on our file, nor has a new battery been ordered. We received email from Mosaic Credit 11/01/2022 stating they made a payment of \$16,600.00 to Ideal Horizon Benefits for installation complete. On 11/22/2022, we emailed Mosaic to let them know the installation was NOT complete. They opened up a case tracking number: 02860295. Nothing was done, other than an email to state they were closing our complaint because Solar Titan said the installation was complete. Numerous calls and customer service emails were made. No responses at all. On 12/21/2022, complaint filed with local BBB, on 01/18/2023 they responded with a phone number to contact Solar Titan. No further actions. On 12/06/2022, filed a complaint with Congressman Tim Burchett/Tennessee. On 01/04/2023, rec'd email from Mosaic stating our payment is due 01/20/2023. Not what the initial contract stated. We have email documentation for all communications.
Amount involved?	88,594.35
How did you pay?	Other
Was this product or service advertised?	Yes
When	Months before we contacted them
Where	Social Media
What would you like the business to do?	Two options: #1) Complete Installation with non defective battery, and make sure the whole system is working, plus pay the (6) months of payments they said was part of the promo. We made decision to purchase on basis knowing other debt should be paid off by 05/01/23, so the new payment would not make us short. #2)

	Come get this whole system, take it back. We will take the responsibility of all the holes they drilled through our log house to install the electrical panels, and what every holes are on the roof where the solar panels are located. Plus Refund what we have paid to date when this is settled. Currently, we have paid \$315.00 to Mosaic with another payment due on 02/20/2023. With the whole \$88,594.35 (including finance charges) credited off our record.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Customer Service
When did you make contact?	First call was made 11/22/2022
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Solar Mosaic LLC
Title	Solar Credit Company
Phone	(855) 746-7849
Email	support@joinmosaic.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other	Congressman Tim Burchett of Tennessee

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/10/2023 12:32 PM

Unique Id 1110000375

## Complainant Information

Complainant Name Rebecca Suzanne Hardee

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 695 Highway 48 S

Complainant County Centerville, Tennessee 37033  
Hickman

Complainant Phone (410) 703-3941

Complainant Phone-Ext

Complainant Email RebeccaSHardee@Gmail.com

## Respondent Information

Respondent Name	Solar Titan
Respondent Country	United States
Respondent Address	414 N Peters Rd. Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	info@solartitanusa.com

## About the Incident

Incident Date	7/1/2022
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	I initiated the installation of a solar system with backup battery with Solar Titan last year. I have panels installed on my roof however the system has never been functional and they are non responsive. Worse, the power went out and now my three critical load breakers are not working at all. Half of my home is dark now (my critical loads) and I have extension chords wound all over to keep my fridge and critical appliances running. I've been making payments on a nonfunctional system and am carrying over \$50,000 in debt for it.

Amount involved?	57.75
How did you pay?	Other
Was this product or service advertised?	Yes
When	Summer 2022
Where	Online
What would you like the business to do?	Refund me the money for their non functioning system, damage to my home and wasting my time.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	An employee who is no longer employed there.
When did you make contact?	Monthly.
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Word of mouth
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/10/2023 10:49 AM

Unique Id 1110000370

### Complainant Information

Complainant Name Robert Ralph Roberts

Age Range 40-49

Are you an active duty service member,  
military dependent, or retired from active duty  
military services? No

Country of Residence United States

Complainant Address 415 Orchard Knob Road

Clinton, Tennessee 37716  
Complainant County Anderson

Complainant Phone (865) 248-9123

Complainant Phone-Ext

Complainant Email tripledotr@gmail.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	PO Box 30059 Knoxville, Tennessee 37930
Respondent County	Knox
Respondent Phone	
Respondent Phone Ext	8653921036
Respondent Email	media@solartitanusa.com

## About the Incident

Incident Date	1/1/2022
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	I am the victim of elaborate fraud to the tune of \$67,000. Mr. Roberts began communicating with Solar Titan on or about September 2021 about installing solar panels on his house. Mr. Roberts agreed to purchase an 11-kWh system with 29 panels for \$66,750.00 (hereafter, the "System"). The Installation agreement was signed on December 3, 2021. Although the physical installation of the panels and electric components were completed by February 2022, the system was not actually operational-that is, producing energy-until late July 2022. Since that

	time it has produced approximately \$150 worth of electricity. The one month in which it worked the best it only achieved about 1/3 of what was promised. After the "best month" of August 2022 it has fallen in steep decline insofar that the amount of electricity produced per month is negligible or non-existent. The system is currently not functioning. My system has never functioned properly though I've called numerous times to beg and plead Solar Titan for help in getting it up and running properly. Most significantly, the system has never passed final state inspection and Alan Smith the state inspector will validate this. His number is 865-740-2486. It has been well over a year of hell dealing with Solar Titan. They have been unresponsive and entirely incapable of installing a working solar system. I just want the non-functioning system taken off my home and to be released from the Mosaic loan because of breach of contract and misrepresentation. I have all kinds of supporting documentation should you want it.
Amount involved?	67,000.00
How did you pay?	Other
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	To remove all the solar equipment from my home as it is non-working and has never passed final state inspection. To release me from the Mosaic loan post haste and offer relief from the monies I've already sent to Mosaic.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes

With whom did you speak?	multiple people at the company over the past year
When did you make contact?	multiple times over the past year
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Sarah L Roberts
Title	my wife
Phone	(816) 668-5152
Email	info@reflectingthedesigner.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	3
SubmittedFile_2023-02-10T16_49_47.3974576Z	
SubmittedFile_2023-02-10T16_50_16.3264985Z	
SubmittedFile_2023-02-10T16_50_54.9538260Z	





## Complaint Form

Date Submitted 2/10/2023 10:21 AM

Unique Id 1110000368

## Complainant Information

Complainant Name Kevin Clark Jones

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military services? Yes

Country of Residence United States

Complainant Address 1454 JS Davis Lane

Knoxville, Tennessee 37932

Complainant County Knox

Complainant Phone (865) 293-2629

Complainant Phone-Ext

Complainant Email praisetohim@gmail.com

## Respondent Information

Respondent Name	Solar Titan
Respondent Country	United States
Respondent Address	414 North Peters Rd Knoxville, Tennessee 37921
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	9/25/2022
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	We contracted with Solar Titan on 9/25/2022. Installation was in October or November. It did not pass rough-in inspection on December 1, 2022. They came back to do the necessary work on December 19th. Unfortunately, my wife, Elizabeth, had major shoulder surgery on December 14th and I work out of town a lot. We were not able to stay on top of them to get another rough-in inspection. Elizabeth began to call mid-January to follow up as our system was not hooked up yet with a bi-directional meter and finalized. We did not receive any return calls.

	Once we saw the news on 2/9/2023, we realized we were not going to get any help from them. Our rough-in permit number is 2022109513. We are providing this as we are concerned about the things that were noted during the December 1, 2022 inspection which failed. Most notably, wires were exposed under the solar panels on the roof. We do not know if we are allowed now to get the system worked on by someone else to ensure safety and get the product we desired. Also, our account number with Solar Mosaic is 298085. Our payments are \$201.21/month and we are current on it. We signed contract with Solar Titan on 9/25/2022. The young lady who came to our house was Kaylee Roberts, 865-283-9761. She was helpful at first and then quit responding to texts or calls.
Amount involved?	41,500.00
How did you pay?	Other
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	I want the product partially installed completed per code.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Tried did not reach anyone
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Elizabeth Cetti Jones
Title	
Phone	(865) 293-2629

Email	praisetohim@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other	Was told to contact this division by AG's office after seeing news segment regarding Solar Titan.

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/10/2023 9:59 AM

Unique Id 1110000367

## Complainant Information

Complainant Name Lawrence Manuel Lee

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 1459 Blue Springs Rd

Elizabethton, Tennessee 37643

Complainant County Carter

Complainant Phone (423) 676-2466

Complainant Phone-Ext

Complainant Email williamsgeri07@gmail.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	11205 Outlet Drive
	Knoxville, Tennessee 37932
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	8/19/2022
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	On 8\19\22 I signed a agreement with Solar Titan USA to install a 7kw solar system. Solar System was installed but has never worked. I have tried repeatedly to contact them with no response.
Amount involved?	43.50
How did you pay?	Other
Was this product or service advertised?	No
When	
Where	

What would you like the business to do?	I would like to have my system working. It has never worked .
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/10/2023 7:54 AM

Unique Id 1110000365

## Complainant Information

Complainant Name Daniel Toledo Jr.

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 735 Pollard Rd

Complainant County Kodak, Florida 37764  
Sevier

Complainant Phone (305) 218-1607

Complainant Phone-Ext

Complainant Email dtoledojr96@gmail.com



## Respondent Information

Respondent Name	Solar Titan
Respondent Country	United States
Respondent Address	PO Box 30059 Knoxville, Tennessee 37930
Respondent County	Knox
Respondent Phone	tel:1-865-392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	2/2/2022
In which state did your purchase/transaction take place?	Tennessee
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	Had a contract with Solar Titan USA, used their finance company which put a lien on the house, if I would've know I wouldn't have done the contract. It was discussed that the detached garage was included, they never connected the detached garage. They trenched my whole back yard to connect the garage; however, they never connected the garage. They still haven't connected the master bedroom to the system. They Genrac battery they installed doesn't charge if the weather gets colder than 45 degrees. They

	say it's Generac issue. Still waiting for them to show me how to use the system which doesn't work. The system we purchased for over \$70,000 was supposed to cover up to 90% of electricity used (obviously with clear sunny skies) and it doesn't. My electric actually went up over \$110 dollars.
Amount involved?	70,000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	All the time
Where	Social media
What would you like the business to do?	We would like our money back. I had to take out an home equity line of credit to pay off the loan with Mosaic (their finance company) to remove the lien put on the house, system doesn't work and I'm not saving any money like guaranteed by the company.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Mr Riley (or similar)
When did you make contact?	Last year
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Mabel Molina
Title	
Phone	(305) 218-1607
Email	dtoledojr96@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story

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Other

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## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/10/2023 7:44 AM

Unique Id 1110000364

## Complainant Information

Complainant Name Linda Ann Hansen

Age Range 60 or older

Are you an active duty service member,  
military dependent, or retired from active duty  
military services? No

Country of Residence United States

Complainant Address 8524 OLD MIDWAY RD

LENOIR CITY, Tennessee 37772

Complainant County Loudon

Complainant Phone (218) 260-5385

Complainant Phone-Ext

Complainant Email lindahedine@gmail.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 N. Peters Road
	Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	12/20/2021
In which state did your purchase/transaction take place?	Tennessee
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	My husband and I purchased a system from Solar Titan on 12-20-2021, it was financed by Mosaic. The system is operated/monitored by Generac. It took two months to get the system installed and the loan in place for \$52,500 with payments (unknown to us) would raise over time from \$268.56 to \$361.26 with an interest rate of 6.29%. It wasn't long after the system was in place that we started having problems and getting error codes. We would call in and be promised to get a call back or get on a schedule.

	They have sent folks here to work on the system three times. The last time I talked with someone in December of 2022, they said they were short of employees and vacations and holidays were affecting their ability to service. I told them our system hadn't worked since November of 2022, they were able to confirm that and said they'd be in touch. We never heard from them again and my husband has since contacted Generac who is working to try to get someone out here.
Amount involved?	52.50
How did you pay?	Other
Was this product or service advertised?	Yes
When	During 2021
Where	Facebook and TV
What would you like the business to do?	Refund our monies/get the solar working
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	The Supervisor of the Service Department
When did you make contact?	December 2022
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Robert Michael Hansen
Title	
Phone	(218) 213-6480
Email	bobhansen0258@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story

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Other

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## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2023-02-10T13_44_31.7024290Z.pdf	



## Complaint Form

Date Submitted 2/10/2023 6:33 AM

Unique Id 1110000363

## Complainant Information

Complainant Name George William Purdy Jr.

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? Yes

Country of Residence United States

Complainant Address 2941 north lake dr

Complainant County Maryville, Tennessee 37801  
Blount

Complainant Phone (865) 405-1327

Complainant Phone-Ext

Complainant Email gpurdy1997@msn.com



## Respondent Information

Respondent Name	Solar titan usa
Respondent Country	United States
Respondent Address	414 north peters rd
	Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 982-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	6/5/2020
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	We were promised, huge benefits, no light bills with the installation of the solar panels excess power would be so back to TVA nothing we were told was true, simply lies, and exaggerations of their capabilities a total rip off
Amount involved?	26,000.00
How did you pay?	Credit Card
Was this product or service advertised?	Yes
When	05/15/2020

Where	In the stimulus package
What would you like the business to do?	Remove equipment and refund money
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Jason horton
When did you make contact?	06/01/2020
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Paula Eva Burkhart
Title	Spouse
Phone	(865) 243-5505
Email	gijoe101@msn.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/9/2023 4:45 PM

Unique Id 1110000354

## Complainant Information

Complainant Name Kevin Rudolph Shook Sr.

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 2103 Foxtrail Drive

LaGrange, Kentucky 40031

Complainant County

Complainant Phone (502) 419-8879

Complainant Phone-Ext

Complainant Email ks2kwik@hotmail.com

## Respondent Information

Respondent Name	Solar titan
Respondent Country	United States
Respondent Address	P.O. Box 30059 Knoxville, Tennessee 37930
Respondent County	
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	9/25/2021
In which state did your purchase/transaction take place?	Kentucky
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	They lied about the savings we would have on our electric bill, I was promised that I would get .97 cents on the dollar for every kilowatt I produced, but instead I only got .67 , they damaged my yard. The salesman that sold us our solar panels is still in contact with me because he said that they took me to the cleaners.
Amount involved?	42,000.00
How did you pay?	Other

Was this product or service advertised?	Yes
When	08/2021
Where	Internet
What would you like the business to do?	Refund me \$25000
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Everyone for months
When did you make contact?	Immediately upon installation of the system
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Ross Gordon
Title	
Phone	(502) 645-4820
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other	Salesman Ross Gordon

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/9/2023 3:03 PM

Unique Id 1110000351

### Complainant Information

Complainant Name Mike W Whitlow

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 8505 Hickory Ridge Rd

Mount Juliet, Tennessee 37122

Complainant County Wilson

Complainant Phone (615) 973-6639

Complainant Phone-Ext

Complainant Email whitlowmm1@gmail.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 North Peters Road Knoxville, Tennessee 37922
Respondent County	Marion
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	customercare@solartitanusa.com

## About the Incident

Incident Date	5/5/2022
In which state did your purchase/transaction take place?	Tennessee
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	12-22-2021 we signed a contract with Solar Titan USA. The Solar Panels they installed on our roof are not working properly. They were supposed to come out and put new connectors, this has not happened yet. I have called them and sent emails and I am not getting response. We started paying 5-4-2022, \$217.08 a month on a loan we signed with them. So far we have paid \$1,953.72 and they are still not working properly. Saw on TV this company is restricted from doing business in Tennessee now. Please Help..

Amount involved?	1,953.72
How did you pay?	Other
Was this product or service advertised?	Yes
When	??
Where	on TV
What would you like the business to do?	Take there Solar Panels, repair our roof, pay us back.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	I tried no answer to phone calls or email
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other Agency
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/9/2023 1:47 PM

Unique Id 1110000344

### Complainant Information

Complainant Name Robin Jenkins

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 256 Flicker Way

Dalton, Georgia 30740

Complainant County

Complainant Phone (706) 676-2205

Complainant Phone-Ext

Complainant Email robinjenkins394@yahoo.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 N Peters Rd Knoxville, TN 37922, Tennessee 37922
Respondent County	
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	daleroden@solar titanusa.com

## About the Incident

Incident Date	3/1/2020
In which state did your purchase/transaction take place?	Georgia
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	We were told we would not have a power bill at all other than a \$25.00 fee from North Ga Elec, after the solar panels being put on we still have the same and even higher power bill, a rep came out from Solar Titan after we told him we were going to news channels and lawyer and he sign a paper stating that May of this year Solar Titan would add more panels to complete the promise the company had made. I have that signed paper, now I am finding out they are closed. Please help us

Amount involved?	32.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	
Where	Facebook
What would you like the business to do?	Get our money back. The solar panels do not work at all
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Dale Roden
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other	Google Search

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/9/2023 2:27 PM

Unique Id 1110000346

## Complainant Information

Complainant Name Margaret Elaine Baze

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 1037 Pleasant Grove Road

Jasper, Tennessee 37347

Complainant County Marion

Complainant Phone (423) 240-6402

Complainant Phone-Ext

Complainant Email Baze.Elaine@yahoo.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 N Peters Rd
	Knoxville, TN, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	1/21/2022
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	In Jan 2022, we signed a contract with Solar Titan USA for Solar for out home, after we heard that the product was made by Generac which we had great respect for. We were told that they did not assign the loan to our home which was free and clear. We had also asked questions about their ability to install with all the supply chain issues that we had been witnessing due to Covid. We were told their equipment was in a warehouse where it would be scheduled to be installed within the next two months. We signed the contract. Since day 1, nothing has gone as was

	described to us. There is a lien against our home, the system is installed but is not working. My light bill this month is 430.00. I am 73 years old, so we had planned to pay this off in 4 years instead of 20. I have been making 1200.00 payments each month since we began making payments. I had contacted my attorney in the summer of 2022 to see if we could get out of this for breach of contract. He said it was weighted heavily on the Solar Titan side and we could not. We have continued to pay through Jan of 2023. I called the company again last week and found the company closed. I contacted Mosiac to say they would receive no further payments from us.
Amount involved?	10.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	
Where	
What would you like the business to do?	Return my money, Pick up their equipment, repair my roof and go away.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	John H Cameron, Jr
Title	Marion County Judge, Marion County, TN
Phone	(423) 942-9975
Email	HCameron@cgcrta.com



Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Social Media
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/9/2023 10:27 AM

Unique Id 1110000337

## Complainant Information

Complainant Name Gail Seal

Age Range 40-49

Are you an active duty service member,  
military dependent, or retired from active duty  
military services? No

Country of Residence United States

Complainant Address 356 Green Lawson Rd

Sneedville, Tennessee 37869

Complainant County Hancock

Complainant Phone (423) 300-5841

Complainant Phone-Ext

Complainant Email gailpbowers5@gmail.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 N Peters Rd
	Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	1/28/2022
In which state did your purchase/transaction take place?	Tennessee
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	Last January (2022), I signed a contract with Solar Titan USA for a large system that they promised will supply 80-90% of my power. After I signed a contract with Mosaic for \$44,500, they installed the system (but only after I kept calling them for each step.) The amount of battery packs they brought me was not nearly enough to capture the energy the solar panels were making. During the best months, it supplied about 50% of my power and about 25% during other months. They also did not monitor my system and fix errors as

they promised they would. When I first made complaints to them, they told me I need to give it 6 months and then evaluate it. I waited 6 months and then had to keep calling to get anyone to consider my complaint. After over a month of calling them, one of the main people (John) at the company promised to have 2 new battery packs installed as soon as possible. He assured me it would be top priority. That was 3 months ago and I still haven't heard anything from them and they will not answer calls or reply to messages. They also promised me that I would get 26% of the \$44,500 back as a rebate when I filled my taxes and they even promised Mosaic that I would pay them that lump sum when I got the rebate. If I didnt pay that, my payments would go up dramatically. I since learned I will not get that money as a rebate. It is only a credit if I owe taxes which I do not and I told that to the salesman (Sam) and he said they will give me the \$ as a rebate. I decided to refinance my home and pay the Mosaic loan off so I am not having to pay that payment and my power bill. I feel like they knowingly lied to me to get me to sign up for this. Also when my system has errors I cannot call them to fix it. This was supposed to have a 25 year warranty. I have had to pay another company to come and look at it and they told me what was wrong but it will cost \$1000s of \$\$ to fix it properly.

Amount involved?	44,500.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	Jan.2022
Where	Facebook
What would you like the business to do?	I would like either some of my \$\$ back or them to get my system to do what they promised it would do. I really do not trust them to do that so I would say some of my \$\$ back.
Is this an Automobile Complaint?	No
Year	
Make	

Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	John
When did you make contact?	Many times in the last 6 months
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Elaine Bowers
Title	
Phone	(423) 300-8149
Email	gailparker357@yahoo.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/9/2023 10:05 AM

Unique Id 1110000334

## Complainant Information

Complainant Name Celia Black

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? Yes

Country of Residence United States

Complainant Address 962 Rock Bridge Rd

Bethpage, Tennessee 37022

Complainant County Sumner

Complainant Phone 615-739-3307

Complainant Phone-Ext

Complainant Email blackjohn906@yahoo.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 N Peter's Rd Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	865-392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	4/30/2022
In which state did your purchase/transaction take place?	Tennessee
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	In April of 2022, Solar Titan misrepresented there solar panel capabilities, finance agreement, our tax rebate, and the time frame of the installation of solar panels. The panels were not operational until December of 2022 causing us to pay for the panels and the electric bills for 5 months. This doubled are expenses for electricity. Now, they aren't producing enough power to run our home and our electricity is costing us both from Mosaic and CEMC. They lied about everything.

Amount involved?	115.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	Last year
Where	The internet
What would you like the business to do?	Make us whole.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	The receptionist
When did you make contact?	At least 12 times over the last 10 months
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	John P Black
Title	Son
Phone	16157393307
Email	johnpaulblackjr51@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/9/2023 10:01 AM

Unique Id 1110000333

## Complainant Information

Complainant Name Harry Scott Alderink

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 1214 Lipscomb Drive

Complainant County Brentwood, Tennessee 37027  
Williamson

Complainant Phone (615) 806-5201

Complainant Phone-Ext

Complainant Email caalderink@comcast.net

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 North Peters Road Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	429
Respondent Email	customercare@solartitanusa.com

## About the Incident

Incident Date	9/12/2022
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	<p>My wife, Christine Aalderink, and myself signed an installation agreement with Solar Titan USA on 9/12/2022. They began installation on 9/23/2022. To date, 2/9/2023, the solar system does not work correctly and has not passed inspection. On 12/16/2022 we began making monthly interest only payments to their financial institution, Mosaic in the amount of \$366.22. Total financed amount is \$77,500. We are still making regular electric bill payments to Nashville Electric Service because our solar system is not up and running. We are not having any response</p>

	to from Solar Titan USA to complete the installation so the solar system works.
Amount involved?	77,500.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	September 2022
Where	Internet
What would you like the business to do?	Make the system operational.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Caitlyn Urgiles
When did you make contact?	12/26/2026
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Joseph
Title	
Phone	2083163662
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/9/2023 9:36 AM

Unique Id 1110000332

## Complainant Information

Complainant Name Michael Bruce Thornton

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? Yes

Country of Residence United States

Complainant Address 1904 Rossville Ave

Chattanooga, Tennessee 37408

Complainant County Hamilton

Complainant Phone 443 858 0683

Complainant Phone-Ext

Complainant Email Mikebt2691@gmail.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 N Peters Road Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	865 809 3171
Respondent Phone Ext	
Respondent Email	titanpremier@solar titanusa.com

## About the Incident

Incident Date	2/9/2023
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	In Aug 2022 I entered into an agreement to purchase Solar panels for my residence thru Solar Titan out of Knoxville Tennessee. As of this date I have nothing but plans and talk about install. I read about the court action the Tennessee Attorney General's office has launched into the company's actions. Some money has been paid, about 200 dollars, but nothing has happened. How can we cancel or stop payments for services and product not provided. I have a credit lender Mosaic who is taking monthly payments and placed a lien on my property.

Amount involved?	10,000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	August
Where	On Google
What would you like the business to do?	Stop the process, stop my automatic payments, remove the lean, end my contract and refund monies paid.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Neil Maddox
When did you make contact?	They contacted me
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Joyce Ann Thornton
Title	Wife
Phone	443 858 0691
Email	Jathornton33@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/9/2023 9:24 AM

Unique Id 1110000330

## Complainant Information

Complainant Name Robert Earl Gray Jr.

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 1619 Old Piney Rd

Maryville, Tennessee 37803

Complainant County Blount

Complainant Phone (713) 249-8365

Complainant Phone-Ext

Complainant Email bob.gray.jr@prodigy.net

## Respondent Information

Respondent Name	Solar Titan
Respondent Country	United States
Respondent Address	Po Box 30059 Knoxville, Tennessee 37930
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	media@solar titanusa.com

## About the Incident

Incident Date	2/9/2023
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	They sold us on a solar panel system that is still not functioning as was sold and no one will respond to repair or complete installation and their financial lender has paid for the installation and is collecting monthly payments for a system that is not operating as sold
Amount involved?	45,000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	April 2022

Where	TV , phone
What would you like the business to do?	Complete the installation and make it functional as it was sold to be in the agreement!
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Many different people
When did you make contact?	Multiple contacts since beginning
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	N/A
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/8/2023 10:56 PM

Unique Id 1110000323

## Complainant Information

Complainant Name Thu Minh Pham

Age Range 18-29

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 10503 Club Car Ln

Knoxville, Tennessee 37932

Complainant County Knox

Complainant Phone (865) 607-3057

Complainant Phone-Ext

Complainant Email bmpham1996@gmail.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	10306 Yellow Pine Street
	Knoxville, Tennessee 37932
Respondent County	Knox
Respondent Phone	(702) 412-2586
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	4/25/2022
In which state did your purchase/transaction take place?	Tennessee
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	Our system was signed and loaned on 4/24/2022. Another 3 weeks went by until we got our system installed. Several weeks went by before someone got in contact with me saying they are still waiting for state to come and inspect the instillation. The following week we get an inspection and to our surprise it was failed. Solar Titian customer service was called out to fix anything that was not up to code. When they came they told my husband they don't understand why the system failed the inspection

	and the inspection guy should look at the manual when he come out to check again. Therefore they left without doing anything to it and to make sure it was to code. The unit has been on the house for 10 months non-operational due to failed inspections and finally no response or communications with us on dates and time on when someone would be out, That is the last time I've heard from them. Since the beginning of instillation I have been paying both the non working system and my electric bill.
Amount involved?	34.50
How did you pay?	Check
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	Levitate me of my loan contract, dismantle the system from my roof and fix if any damages were made because of it. Reimburse all the monthly payments on the system and electric bill
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Kristina
When did you make contact?	10/30/2022
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No

How did you hear about the Division of Consumer Affairs complaint program?	Social Media
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/8/2023 7:03 PM

Unique Id 1110000318

### Complainant Information

Complainant Name Charles Tillman

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? Yes

Country of Residence United States

Complainant Address 581 CATOOSA RIDGE RD

ROCKWOOD, Tennessee 37854

Complainant County Morgan

Complainant Phone (865) 230-2314

Complainant Phone-Ext

Complainant Email hichucky.65@gmail.com

## Respondent Information

Respondent Name	Solar Titan
Respondent Country	United States
Respondent Address	414 N Peter's Rd
	Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	865 392 1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	5/15/2020
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	Called and email numerous times to get our solar panels fixed and the equipment updated and repaired many times no response and no help finding out were lied to about our utilities bills and how it would actually worked
Amount involved?	45,000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	May of 2022

Where	online
What would you like the business to do?	stand behind what they promised and fix our issues
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	who ever would pick up the phone e
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/8/2023 6:55 PM

Unique Id 1110000316

### Complainant Information

Complainant Name Joshua McNeely

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military services? Yes

Country of Residence United States

Complainant Address 10817 Sonja Drive

Knoxville, Tennessee 37934

Complainant County Knox

Complainant Phone (865) 321-5106

Complainant Phone-Ext

Complainant Email joshmcneely86@gmail.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 N Peters Rd
	Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	2/2/2023
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	Had our solar system installed on 5/20/22, was told we'd save on our electric bill that we'd only have to pay a 25 dollar bill with LCUB every month. Was told the system would be up and running in 6 weeks, system was not operational until 11/10/22 due to Solar Titan sending the state inspector to the wrong house starting in July 2022. Now our solar system isn't even working.
Amount involved?	47.50
How did you pay?	Other

Was this product or service advertised?	Yes
When	2022
Where	Neighbor
What would you like the business to do?	Fix our system and/or refund us
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	No one
When did you make contact?	The past few days
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other	BBB

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/8/2023 1:08 PM

Unique Id 1110000306

### Complainant Information

Complainant Name Rodney Lynn Petty

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 1570 Brushy Branch Road

Manchester, Kentucky 40962

Complainant County

Complainant Phone (606) 813-4447

Complainant Phone-Ext 6065999056

Complainant Email rlpman79@gmail.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	11205 Outlet Dr. Knoxville, Tennessee 37932
Respondent County	
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	media@solartitanusa.com

## About the Incident

Incident Date	2/27/2022
In which state did your purchase/transaction take place?	Kentucky
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	We purchased a solar installation from solar Titan USA on February 27th of 2022. We paid for the system completely and did not have a payment plan with them. The total we paid was \$33,500.00. Over the course of the year there were multiple stops and starts with the installation but we were under the impression that as of July the installation was complete and we were benefiting. However we came to realize that it was barely producing any energy. And in the early part of December we called the



	company after having called Generac. Generac told us to call solar titan USA because there was a problem on their end. We called repeatedly and didn't get an answer. Finally, in mid December a woman answered and accessed our system and told us that there was a hiccup in the system and that she would make arrangements and send someone out and that we would hear from them within 21 to 28 hours. We did not hear anything back we waited then some days later and called again and could not get any answer and we're told to leave an email or a voicemail. There was no way to leave a voicemail on the phone so we emailed them. We sent that email on January 3rd 2023. We still have not heard anything back from the company and our solar system is not producing.
Amount involved?	35,000.00
How did you pay?	Cash
Was this product or service advertised?	Yes
When	February 2022
Where	Online
What would you like the business to do?	Honor their contract with us and get our solar system up and running the way they said it would. Also, to honor their contract warranty and treat us with respect by communicating appropriately and following through on what they say they will do, and, when they say they will do it.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Ashley? Not certain of her name
When did you make contact?	December 2022
Is there anyone else with firsthand knowledge of your complaint?	Yes

Name	Lisa Michelle Petty
Title	Wife
Phone	(606) 813-3318
Email	lisamichellecp@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other Agency
Other	Ky attorneys general referred us

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/8/2023 3:51 AM

Unique Id 1110000293

## Complainant Information

Complainant Name Vickie L Haberbosch

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 1809 Glen Shady Blvd

Knoxville, Tennessee 37922

Complainant County Knox

Complainant Phone (865) 441-4911

Complainant Phone-Ext

Complainant Email vickiehaberbosch@gmail.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	unknown but previously in Knoxville Solar Titan is no longer in Knoxville Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	865-392-1036
Respondent Phone Ext	
Respondent Email	customercare@solartitanusa.com

## About the Incident

Incident Date	12/24/2022
In which state did your purchase/transaction take place?	Tennessee
Category	33 - Products & Sales - Home Electronic/Office/Shopping/TV Sales
Give a complete statement of the facts, with dates	1. My Generac system that was just installed in late 2022 does not work. My electric bills are not \$10-15 per month like Solar Titan said they would be. In fact, they are the same without the solar system.' 2. I was supposed to get \$2500 from Solar Tital directly because they misquoted the financing. I did not receive the check. 3. Someone impersonated an owner, talking to me and my wife about his military service, how he founded the company, how he was going to take good care of us, how we were going to get an

	upgraded system because of my military service and disability rating, etc. etc. etc. It turns out that he was not an owner; most likely, he was a sales manager. 4. I have a safety issue in the garage of an open panel. 5. The system does not work below 40 degrees. They said they would send someone out to fix it. Now they are gone. 6. They told me that I had to get involved in the Generac Class Action Law Suit. Why? 7. They told me to download an app and then they would show me how to use it to monitor my system. Now they are gone.
Amount involved?	52,000.00
How did you pay?	Other
Was this product or service advertised?	No
When	
Where	online
What would you like the business to do?	I need a system other than Generac that will work and function below 40 degrees, as it's below 40 degrees for three to four months out of the year here, to get a cover for the panel in the garage, to issue me a check for \$2500 as promised and to show me how to use the app to monitor my system. I need the warrantee for the system in writing since it appears that Solar Titan USA will not be in business much longer. Most important, I need a system other than Generac that is really going to get my electric bills down to \$10-15 a month, or cover 90% of the electricity use as advertised. I have 20 year financing on a system that has been an issue since day one. Solar Titan threatened me in May and June of 2022 of breach of contract when I tried to back out. Now where are they? And to impersonate an owner, and to imperonate a veteran? How low can someone go for a sale? The reason I chose Solar Titan over the others was soley due to the owner, talking to the owner on the phone, and the owner being a veteran, and us sharing veteran stories. I did have an attorney write the company a letter; they did not respond. I've reached out to them via telephone and email well over 20 times with no solution other than "we'll call you back."

Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	multiple
When did you make contact?	multiple
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	John Carroll
Title	Director of Sales and Training Development
Phone	C (865) 973-8362
Email	johnc@solartitanusa.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	7
SubmittedFile_2023-02-08T09_52_23.7300785Z	
SubmittedFile_2023-02-08T09_52_41.9857953Z	
SubmittedFile_2023-02-08T09_53_01.0742465Z	
SubmittedFile_2023-02-08T09_53_22.8124166Z	
SubmittedFile_2023-02-08T09_53_36.0314727Z	
SubmittedFile_2023-02-08T09_53_49.0064828Z	
SubmittedFile_2023-02-08T09_54_02.7771303Z	



## Complaint Form

Date Submitted 2/7/2023 9:44 PM

Unique Id 1110000291

## Complainant Information

Complainant Name Scarlett Rebekah Newman

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 726 RICHLAND RD

Complainant County BLAINE, Tennessee 37709  
Grainger

Complainant Phone 18658987482

Complainant Phone-Ext

Complainant Email newman\_scarlett@yahoo.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 N Peters Road Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	18653921036
Respondent Phone Ext	
Respondent Email	salesforce@solartitanusa.com

## About the Incident

Incident Date	4/12/2021
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	Solar Titan USA put solar panels on my roof on April 12,2021 and I had made a investment with there salesman Barry Luzadder in March of the same year. Weeks went by and I saw no change in my electric bill. I would call Solar Titan USA and they wouldn't return my calls and then when they did they would come out and fix something and say my panels should be working now. But they never worked. Scottie was one of the main guys who came out I can't remember all the people I had to talk too. Barry had left the company not long after I had my contract with



	Solar Titan USA. Toward the end of 2022 Generac sent some Engineers out because all this time my solar panels hadn't been working and they said they had fixed the problem. For maybe 2-3 months my electric bill went down and during the rolling blackouts my power stayed on 1 time. I want my money back and I pray for someone to take these panels off my roof and put a new roof on. This has been a horrible experience.
Amount involved?	42,204.00
How did you pay?	Check
Was this product or service advertised?	Yes
When	03/2021
Where	internet
What would you like the business to do?	I would like the business to give me all the money that i have payed in,take the solar panels off my house and put a new roof on..
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	I had talk to a Scottie in the past but the internet says they are closed permanently.
When did you make contact?	The last time i talk to anyone was the last of 2022 before the holidays.
Is there anyone else with firsthand knowledge of your complaint?	No
Name	Evelyn Ann Colby
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other

Other	BBB
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## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted

2/7/2023 4:57 PM

Unique Id

1110000281

## Complainant Information

Complainant Name

Gregory James Benson

Age Range

30-39

Are you an active duty service member,  
military dependent, or retired from active duty  
military services?

Yes

Country of Residence

United States

Complainant Address

1646 Chota Rd

Maryville, Tennessee 37803

Complainant County

Blount

Complainant Phone

(865) 384-2648

Complainant Phone-Ext

Complainant Email

gregbenson85@gmail.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 N Peters Rd Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	customercare@solartitanusa.com

## About the Incident

Incident Date	7/13/2022
In which state did your purchase/transaction take place?	Tennessee
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	I purchased a 5KW PV SYSTEM w/ 10KW Battery from Solar Titan USA on 7/13/2022. At the time of the sale, I was interested in getting solar so if the power went out I could have my running water (since I am well water). That next week Solar Titan was ready to install the unit on my roof but was unable to provide me with owner manuals or valuable critical loads so I declined inspections until they made it right. In late August after filing complaints with the company, through the lender (Mosaic), and with the BBB (Complaint

	Case# 8078232), Solar Titan met with me and sent me an email stating that they would redo my critical loads if I would let them do the final inspection and place placards on my unit. So I allowed them and on the day of the inspection, in Oct 2022, they sent a technician who did not have any materials or tools to do the job so they needed to reschedule. Once my unit was up and running and now making payments, I was also promised an 18mo reimbursement since I bought my unit during the promotion and to date have not received a single payment. On November 9th, they claimed it was because I didn't have a form signed on file so I filled it out and emailed it back to Taylor Clampet and never heard from Solar Titan since. I called every couple of weeks to find out where my reimbursement money was and emailed Taylor and others that I had previously been in contact with and no one ever responded. I also would call to try and get someone scheduled to rewire my critical loads I could never speak to their schedulers, all they would do is send a message on my behalf.
Amount involved?	47,500.00
How did you pay?	Other
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	I would like the business to honor our contract of 18 mo. reimbursment, rewire my critical loads as stated in their emails and verbal contracts, and also pay an additional 25,000 in emotion distress and punitive damages.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes

With whom did you speak?	Taylor Clampet, John Carroll, Dale and John (phone call), multiple service reps
When did you make contact?	11/9/2022, 8/17/2022, 8/26/2022, various dates/times from July 22 to Jan 23.
Is there anyone else with firsthand knowledge of your complaint?	No
Name	Gregory Benson
Title	Mosaic
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other Agency
Other	Attorney General

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	4
SubmittedFile_2023-02-07T22_58_14.0983598Z	
SubmittedFile_2023-02-07T22_58_22.9659663Z	
SubmittedFile_2023-02-07T22_58_32.7212034Z	
SubmittedFile_2023-02-07T22_58_42.9288067Z	



## Complaint Form

Date Submitted 2/7/2023 7:44 PM

Unique Id 1110000284

## Complainant Information

Complainant Name GARY Ross CURTIS

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 103 Davis Road

Lebanon, Tennessee 37087

Complainant County Wilson

Complainant Phone (931) 252-6752

Complainant Phone-Ext

Complainant Email GCURTIS7406@GMAIL.COM

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	11205 Outlet Drive Knoxville, Tennessee 37932
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	120
Respondent Email	

## About the Incident

Incident Date	2/6/2023
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	We signed a contract on 11/28/2020 to have Solar Titan USA put a solar system \$ 43,000.00 on our home. The panels were put on our roof in Dec . 2020. The loan company was Mosaic & they said we had to start making the payments of \$244.04 per month as the people who put the panels up wanted their money so we paid even tho no work on the system was even started. They started on putting the system in around 04/2021. We knew we had made a serious mistake when the inspections on the cable trenches going from their equipment to the



	<p>power failed. We kept calling &amp; complaining to anyone who would listen as Elizabeth/manage I think stopped returning my calls. This went on like this with failed inspections till finally the system was turned on 11/08/2022. 01/2023 we lost power to one bathroom &amp; bedroom we thought GFI went bad &amp; paid an electrician \$ 225.00 to replace it but still no power. He ask what else we had done to house. He checked the Solar Titan box &amp; one breaker was off. He flipped it one &amp; power was back on for 2 weeks. I flipped the breaker back one but nothing happened then 2 more rooms were without power from 01/29/23. We called Solar Titan 6 times for 2 days &amp; left messages each time. Made more calls sometimes it said not a working #. No one ever returned our calls. We had Middle Tn Electric come out on 02/02/23 they said power from them was OK. We had to call the electrician out again on 02/2/03/23 who checked &amp; found Solar was only hooked up to the rooms that the power was out not hooked up the the whole house. We had him come back out on 02/06/23 &amp; unhook us from Solar &amp; rehook to Middle Tn Electric cost \$750.00. We started researching Solar Titan USA on line &amp; just started learning they are under investigation in Ky, Tn &amp; Al. We are 77 years old. We don't have the kind of money to hire a lawyer to maybe get any results. Please help. What can we do. We've been scammed.</p>
Amount involved?	1,000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	11/2020
Where	We do not remember if it was by mail or TV
What would you like the business to do?	Pay back all the money for a years worth of payments, take all their equipment off our house, repair the damage left when removed. Pay for hardship & stress we will endure when Mosiac turns us in to the credit union for stop payment. I feel they had to know Solar Titan USA was a crook. They need to be stopped so they can't resurface under another name to scam others
Is this an Automobile Complaint?	No

Year	
Make	
Model	
VIN	
Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/7/2023 4:18 PM

Unique Id 1110000278

## Complainant Information

Complainant Name Robert Locey

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military services? Yes

Country of Residence United States

Complainant Address 805 Sunset Ave NW

Cleveland, Tennessee 37311

Complainant County Bradley

Complainant Phone (423) 838-2914

Complainant Phone-Ext

Complainant Email robertlocey@aol.com

## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 N Peters Road Knoxville, Tennessee 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	caitlynurgiles@solartitanusa.com

## About the Incident

Incident Date	7/26/2022
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	On July 26th of 2022 we met with Timothy Wynn of Solar Titan USA. We were interested in going solar. During the meeting he informed us that TVA (Tennessee Valley Authority) had a monopoly in this county and power companies could only buy energy from them. For that reason we would not get the "kickback" we have probably heard about for going solar. To make up for that Solar Titan USA will pay the first 18 months of payments by way of reimbursement each month for our installation bill. This was entered into the Installation Agreement as 18

	<p>month Promo. Since the installation was done I had to call several times to prompt them to send out technicians to fix problems identified by the state inspectors and also to get them to send the check that was not sent. I believe I managed to get two reimbursement checks before their number went unanswered. After my third attempt to call them the number went immediately to a message saying it was invalid. At that point I tried to email them and it came back as undeliverable to the email address. I sent a message through their website, but nothing has ever received a response since Thanksgiving (November 2022). During recent outages we lost power and the solar did not kick in. Our bill is the same as it was this time last year when we moved in. In addition to the bill not going down, we are now having to pay Mosaic for the solar system. Further we were to receive payment for referrals. At least one of the people we referred have not been getting their payments and are not saving on their electric bill and we did not receive the referral bonus either. They in turn referred others and never got paid. During a recent winter storm it was projected for us to lose power and we got notice the battery would be powered up to 100% to provide for a total loss of power if it happens. It did not and when the alert ended the battery was reduced to 30% capacity and the excess (according to the app) went to the power company.</p>
Amount involved?	53,500.00
How did you pay?	Other
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	<p>I would like the entire amount of the contract paid in full. If they cannot clear the bill with Mosaic I would like the entire \$85,860.06 that will be paid through payments. If cancelling the contract is the only remedy, I would find it fair to pay back all payments made to this point plus the cost of removing the panels and restoring my roof and walls to original condition. If the panels remain I would like them to pay the cost of</p>

	having the system placed in working condition where it functions to provide the power to the home and not just send power generated to the electric company that I am then paying them to give me back.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	I spoke with Caitlyn Urgiles, Terri Scott, Amy Beetley and other people who answered the phone.
When did you make contact?	Prior to November 2022. Since then the phones are no longer in service.
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other	Attorney recommended this as the only option outside paying for lengthy attempts at arbitration.

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 2/7/2023 3:40 PM

Unique Id 1110000277

## Complainant Information

Complainant Name Adam J Schoenthaler

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address 198 Peninsula Rd

Harriman, Tennessee 37748

Complainant County Roane

Complainant Phone (352) 636-2873

Complainant Phone-Ext

Complainant Email schoenthaler.cpt@gmail.com



## Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address	414 N Peters Rd
	Knoxville, Tennessee 37922
Respondent County	
Respondent Phone	(865) 392-1036
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	6/4/2022
In which state did your purchase/transaction take place?	Tennessee
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	A representative from Solar Titan USA came to our home to sell us Solar Panels in June of 2022. We have 15 acres and the sun shines right on our house. She informed us that having solar panels would allow us to use our own power and only pay a minimal connection fee to the local electric company. We would produce our own power and no longer at the mercy of the electric company's rate hikes. This was in their consumer literature as well. She said that the payments for our panels would be about the average of what our power bills have been so budgeting would be easier